

POLICY AND PROCEDURE MANUAL

A Guidebook for Employees And the Board of Trustees

POWHATAN COUNTY PUBLIC LIBRARY

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INTRODUCTION

THIS STAFF MANUAL IS NOT TO BE USED AS A SOURCE OF INFLEXIBLE REGULATIONS, PROHIBITIONS, AND COMMANDS to make life more difficult for staff and library users. It is a tool for orientation and training and a source of information when some guidance is needed. It will help ensure that departmental consistency is achieved, based on common understanding of and approach to the application of policies and procedures. It can also be used positively to help a patron understand they are being treated fairly.

This manual reflects the positive service philosophy of the library staff. If this manual is to be of continuing value it must be kept current. Keeping it current must be the responsibility of everyone who uses the manual. No single individual or group will know when every policy or procedure evolves. When you notice that something is outdated or could be improved, discuss your proposal with others if you wish, but be certain to pass it on to the Library Director who will be responsible for follow up. If possible, provide your proposal in the form of a revised or new policy and procedure, but in any case make certain that the need for an update or addition is communicated.

To every policy and procedure in this manual the following must be appended: **USE YOUR BEST JUDGEMENT.** No policy or procedure will ever fit every circumstance. We want to treat everyone as well and as fairly as possible and to provide the most satisfactory library service we can. Public opinion concerning reasonable exception and explaining the exception is one of the surest ways to maintain that good opinion.

Most sections of the manual are divided into two parts, policy and procedure. The policy part explains the who, what, and why and the procedure part explains the how. The sections of the manual and the table of contents are in a subject type arrangement so that similar sections are close to each other.

The latest edition of the *County of Powhatan Employee Handbook*, will be used as the primary source of conduct and information for library employees.

MISSION STATEMENT

The mission of the Library Board of Trustees shall be to make the Powhatan County Public Library a premier library system for all citizens of Powhatan County by anticipating and satisfying the intellectual, educational, artistic, and entertainment needs for growing numbers of our citizens using every resource available, present, or emerging.

VISION STATEMENT

The vision of the Powhatan County Public Library is to be a system which meets all reasonable public library user needs by providing access to the universe of knowledge which might be otherwise unavailable because of individual financial limitations, difficulty in navigating complex gateways to information, or a lack of knowledge of the multitude of specialized resources available, providing the optimum balance of no-tech to high-tech material resources and appropriate staff to access and promote them.

The Powhatan County Public Library is a unique community resource, committed to excellence, which in partnership with other County departments strives to meet ever-changing community expectations through an ongoing evolutionary process. Its staff is dedicated to the provision and promotion of quality public services to all members of the community through a coordinated work effort and the full utilization of its training, enthusiasm, resources, and overall expertise. In anticipation of and in response to community needs, the library fosters, forwards, and delivers the following:

- A varied and balanced collection, in many formats
- Services, materials, and programs in a variety of forms
- Inviting, appropriate, and quality facilities
- Clear, easy access to materials and services within its facilities as well as out in the community.
- Up-to-date equipment and technological support and resources
- A clear internal and external communication link among all levels of staff and the community at large.

In short, the vision of the Powhatan County Public Library is to be a system that provides the facilities, information, access, and services to enable and encourage the residents of Powhatan County to achieve, grow, play, work, and participate in community life.

AUTHORITY

All policies written and contained in the Policy and Procedure Manual, adopted by the Powhatan County Public Library Board of Trustees, are issued pursuant to the authority provided in Title 42, Chapter 2, of the Code of Virginia.

THE BASIS OF EMPLOYMENT WITH THE POWHATAN COUNTY PUBLIC LIBRARY IS EMPLOYMENT AT WILL. THEREFORE, BOTH THE EMPLOYEE AND THE POWHATAN COUNTY PUBLIC LIBRARY HAVE THE ABSOLUTE RIGHT TO TERMINATE THE RELATIONSHIP AT ANY TIME. THE POLICY AND PROCEDURE MANUAL IS PROVIDED FOR INFORMATIONAL PURPOSES ONLY. WHILE POWHATAN COUNTY PUBLIC LIBRARY EXPECTS TO ABIDE BY THE POLICIES AND PROCEDURES DESCRIBED IN THIS MANUAL, THE MANUAL IS NOT, AND SHOULD NOT BE IMPLIED OR CONSTRUED, TO CONSITUTE A CONTRACT OR CONTAIN CONTRACTUAL COMMITMENT. THE POWHATAN COUNTY PUBLIC LIBRARY RESERVES THE RIGHT AT ANY TIME TO SUBSTITUTE, MODIFY, REVOKE, SUSPEND, TERMINATE OR CHANGE ANY OR ALL TERMS OF THIS MANUAL, PLANS, POLICIES, OR PROCEDURES, IN WHOLE OR IN PART, WITHOUT HAVING TO CONSULT OR REACH AGREEMENT WITH ANYONE, AT ANY TIME WITH OR WITHOUT NOTICE. THIS MANUAL SUPERSEDES ALL PRIOR POLICIES AND PRODECURES OF POWHATAN COUNTY PUBLIC LIBRARY, WHETHER ORAL OR WRITTEN, AND MAY ONLY BE AMENDED BY A WRITTEN DOCUMENT SIGNED BY THE CHAIRMAN OF THE BOARD OF TRUSTEES. ORAL STATEMENTS THAT ARE CONTRARY TO THIS STATEMENT BY ANY EMPLOYEE, REPRESENTATIVE OR OFFICER OF POWHATAN COUNTY PUBLIC LIBRARY SHALL HAVE NO FORCE AND EFFECT. FINALLY, IF ANY PROVISIONS OF THIS MANUAL MAY CONFLICT WITH SPECIFIC WRITTEN PLAN DOCUMENTS, SUCH AS EMPLOYEE BENEFIT PLANS, THE LANGUAGE OF THE SPECIFIC PLAN DOCUMENTS WILL PREVAIL.

ESTABLISHMENT, GOVERNANCE AND FUNDING

History

The Powhatan County Public Library was established as the library of record for Powhatan County on May 9, 1988. The Library was established under laws governing the establishment of public libraries. The library is for the use and benefit of the residents of Powhatan County.

Governance

The Library is a department of Powhatan County government. The Library Director reports to the Library's governing body, the Board of Trustees, and in an advisory capacity to the County Administrator. The Board of Trustees reports to the Board of Supervisors.

Funding

The Powhatan County Library is funded locally through appropriation made by the Board of Supervisors of Powhatan County, Virginia; funding from State and Federal governments; and private donation. The Board of Trustees of the Library shall have control of the expenditures of all monies credited to the Library fund. State aid funds may be used for the purchase of books, materials, equipment, and supplies. Up to 25% of the library's state aid grant may be used for salaries and benefits of certified librarians.

BY-LAWS OF BOARD OF TRUSTEES

Membership

Pursuant to the requirements of the general code of Virginia, the Board of Trustees of The Powhatan County Public Library may consist of not less than five members and no more than nine members. They shall be appointed by the Board of Supervisors of Powhatan County, Virginia, with suggestions from the seated Board of Trustees, chosen from the citizens at large in consideration of their fitness of office. Members may be reappointed for consecutive terms. Vacancies shall be filled for un-expired terms as soon as possible in the manner in which the members of the Board are regularly chosen. A Board member shall not receive a salary or other compensation for services as a member, but necessary expenses actually incurred shall be paid from the Library's appropriations, subject to prior approval by the Board Chairperson. The Powhatan County Board of Supervisors may remove a member of the Board for misconduct or neglect of duty.

Officers

The Officers of the Board of Trustees shall be a Chairperson, a Vice-Chairperson, a Treasurer and a Secretary. There shall be an annual election. They shall be elected at the first regular meeting in each fiscal year and shall remain in office until their successors are elected. If a reappointment by the Board of Supervisors does not occur during an officer's term, a special election will be held. The Board may also elect other officers they deem necessary and shall prescribe the duties thereof.

Meetings

Regular meetings shall be held at 6 pm on the second Wednesday of each month at the library. Special meetings may be held at any time at the call of the Chairperson, or at the call of any two members of the Board, providing that the minimum public notice requirement of three (3) full working days is met. A quorum at any meeting shall consist of a majority of the board for transaction of library business. The business meeting of the Board shall be conducted in accordance with Robert's Rules of Order.

Responsibilities

The Board shall have control of the expenditures of all monies credited to the Library. The Board shall have the right to accept donations and bequests of money, personal property or real estate for the establishment and maintenance of the Library.

Committees

The Chairman may appoint committees as needed and shall be, ex-officio, a member of all standing committees.

Amendments

Amendments to these by-laws may be proposed at any regular meeting, but may be effective only after favorable vote at the subsequent meeting.

General Duties of the Library Board

Established policies of the Board, enacted at regular meetings, shall be recorded in the secretary's minutes and records. Additional policies, revisions or deletions may be enacted at any regular board meetings where a quorum is present. Some examples are:

- a. To formulate library policies that will provide public library services to all residents in all parts of the county.
- b. To secure adequate library funds, to approve an annual budget of estimated needs and to approve expenditures of library funds.
- c. To work actively for the improvement of all libraries by supporting library legislation in the state and nation.
- d. To become familiar with the State and Federal aid program and with state and national library standards.
- e. To become familiar with what constitutes good library service by reading, attending library meetings, and visiting other libraries.
- f. To determine the hours for opening and closing the library.

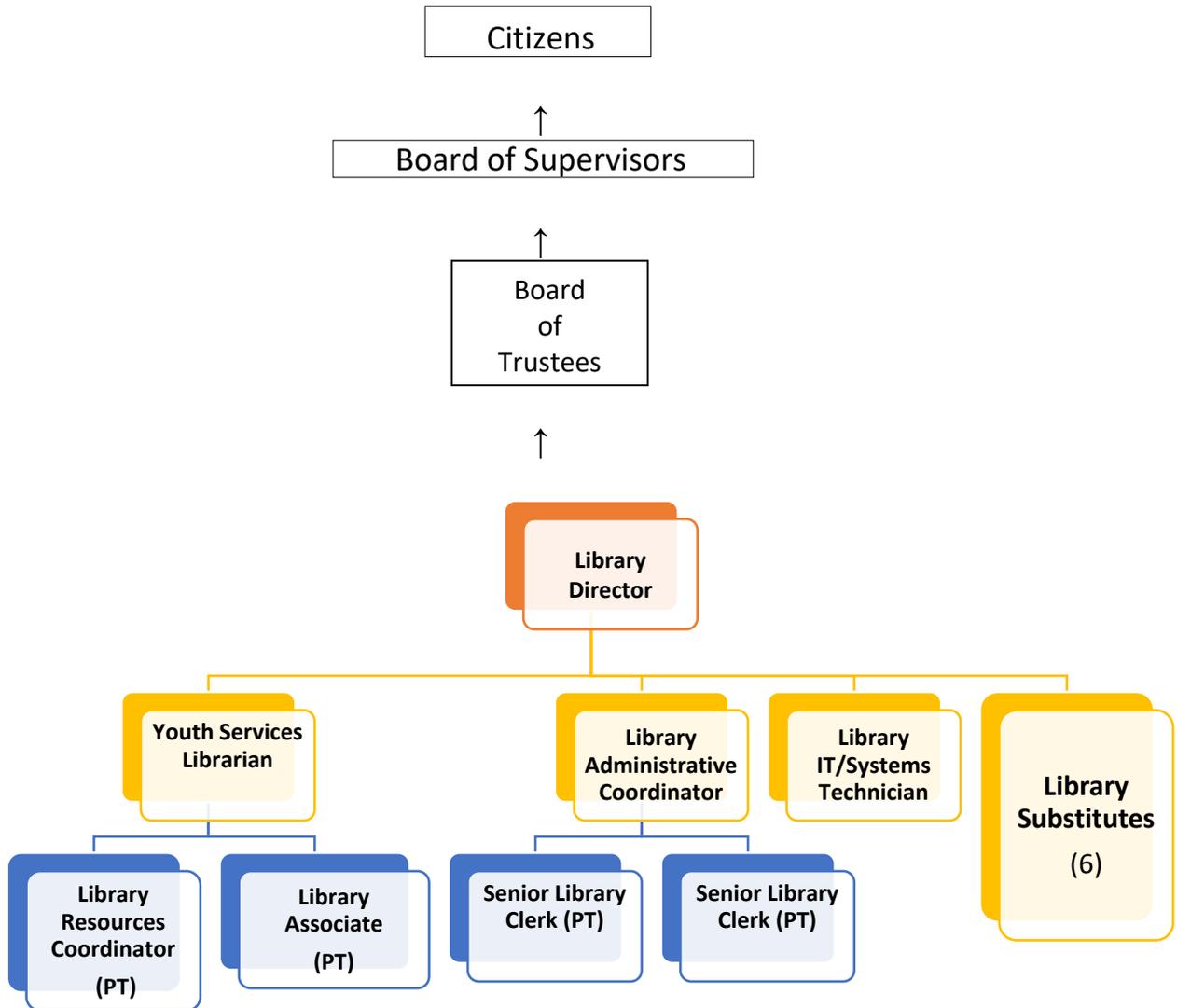
General Duties of the Library Director

The Library Director shall be: technical advisor to the Board and shall have sole charge of the administration of the library system under the direction and review of the Board.

- b. Responsible for direction and supervision of all staff members, for care of the equipment; for efficiency of the Library systems service to the public and for the operation of the library system under the financial conditions set forth in the annual budget.
- c. Responsible for preparing the budget in cooperation with the Board.
- d. Responsible to make monthly and annual reports to the Board.
- e. Responsible for the selection and purchase of books, library materials and supplies in cooperation with the Board.
- f. Responsible to prepare and release pertinent library publicity in cooperation with the Board.
- g. Knowledgeable of local and state laws pertaining to libraries and should actively support library legislation in the state and nation.
- h. Responsible to keep the Board informed of changes in library legislation and standards.
- i. In attendance at all Board meetings other than those in which the Library Director's salary is discussed.

POWHATAN COUNTY PUBLIC LIBRARY ORGANIZATION

Lines of Authority Only



Amended September 12, 2018

PUBLIC SERVICE PHILOSOPHY

POLICY

Much energy and money is spent publicizing the library, reaching out to attract new patrons, creating a pleasant physical environment for those who visit the library, anticipating needs and deciding what materials to offer and the acquiring, cataloging, and preparing them for use. These expenditures are essential to the operation of any public library. Without them, there would be no library. Still, these expenditures form only part of the public's opinion of a library.

Public's opinion of a library is primarily determined by perception of the service received. Staff is expected to be competent to perform their duties. The primary factor which makes a patron feel that service was good or excellent is the helpfulness of the staff. Staff that demonstrates a desire to help and show a genuine concern about the needs of patrons will earn the respect and high opinion of patrons. Even patrons who are disappointed because the answer or item they desired was not available will have a good opinion of the institution if they feel that every reasonable effort was made to meet their needs.

STAFF PROCEDURES

- Be alert, friendly, and approachable; never appear so engrossed in something else that patrons are reluctant to approach you.
- Give every person courteous and full attention while providing friendly and professional assistance.
- Take requests in order. If several patrons are waiting for help ask for assistance from other staff members.
- Be sensitive to people who may need help but may be reluctant to approach a service desk.

Ask questions such as: "Does that answer all your questions?" to determine what you have provided was what the patron requested.

You represent the library to every patron you serve. Your sincere interest in people and their needs is as essential to success as is professional and academic training. A strong commitment to providing excellent public service on the part of every staff member is essential to the creation and maintenance of excellent library service in the minds of library users.

PATRON BEHAVIOR

POLICY

The Powhatan County Public Library supports the right of all citizens to use the library in an atmosphere that is safe and conducive to the successful completion of library business. Publicly supported library service is formulated with the First Amendment right to free expression. In order to protect all library patrons' rights of access to library facilities, to ensure the safety of users and staff, and to protect library resources and facilities from damage, the following restrictions are imposed on library access and patron behavior:

- Shoes and shirts are required to be worn at all times.
- Cell phone use is restricted to a meeting room or restroom corridor. If absolutely necessary in the course of filling out forms for employment, very quiet cell phone conversations may take place for no longer than a few minutes while using a library computer, as long as other patrons are not disturbed.
- Only service animals or animals relating to library programming are permitted in the library
- The Library is not responsible for unattended children and expects that children under fourteen will be accompanied at all times by their parent(s) or an adult responsible for them. If there are unattended children in the Library at closing time who have no way to return to their homes or who are waiting for their parent(s), or an adult responsible to pick them up, staff shall notify the police, using the Powhatan County Sheriff's non-emergency number at (804) 598-5656. Two Library staff members must remain with the children until the Sheriff's staff arrives. Library staff will not provide transportation to library patrons, nor will staff be responsible for children after hours.
- Courteous behavior towards other library patrons and staff members is expected
- Library staff is not available to page or look for patrons in the library
- Policies regarding use of Library materials and equipment apply to all patrons and must be followed.
- The children's area of the Library is designed for children, their families and their caregivers. Use of this area by adults who are not parents, teachers, guardians or caregivers may be restricted to ensure that children and their families have access to the resources provided for them.

Unacceptable behavior in the library:

- Sleeping
- Smoking or the use of e-cigarettes or other tobacco products in the building or near entryways or exits.
- Eating smelly or messy foods; Drinking from containers without lids.
- Noise or talking at a level that disturbs others.

- Running, noisy play, or fighting.
- Harassment of other library patrons or library staff members
- Verbal or physical abuse of library patrons or library staff members
- Repetitive breaking of library policies or rules for use of library spaces, materials, resources, services, facilities, or equipment
- Improper use, destruction or theft of property
- Intoxication resulting from the use of alcohol or drugs
- Use of wrong restrooms or use of restrooms for bathing
- Soliciting, peddling or Campaigning and petitioning in the Library or in and around Library entryways or exits is prohibited
- Strongly offensive body odor.

Patrons who exhibit any of the above unacceptable behaviors will be directed to cease and desist; if the behavior continues, the patron will be asked to leave the library property. Failure to leave the library when asked to do so will subject the person to possible arrest. Patrons engaging in criminal activity as defined Virginia Statutes are reported immediately to law enforcement authorities.

Amended September 12, 2018

PROCEDURES

This policy is to be prominently posted.

Staff members shall respond to any patron or group of patrons failing to comply with the above guidelines indicated below:

1. Attempt to handle problems as they occur. The staff member who becomes aware of the behavior should ask the patron to stop.
2. If the behavior continues, staff should ask the patron to leave the building.
3. If the patron refuses to leave, and is posing an immediate threat, staff should immediately call the police using 911. If the customer does not pose an immediate threat, staff calls to report the incident to 598-5656 (Powhatan Sheriff's non-emergency number).
4. In the case of unattended children in the library at closing time, staff is to notify the sheriff's department at 598-5656 (Powhatan Sheriff's non-emergency number)

GUIDELINES FOR STAFF

POLICY

The Powhatan County Public Library (PCPL) is dedicated to promoting excellence in customer service to its patrons. Successful customer service includes meeting the patron's informational needs in a friendly and timely manner, fairly interpreting policies and procedures, and maintaining a friendly, professional attitude.

PCPL does not discriminate and offers the same quality of service to all regardless of age, race, sex, nationality, educational background or physical limitations. We will make all reasonable arrangements to accommodate patrons' needs.

Service commences at the advertised hour that we open and service is available until the library closes. Phones are answered and workstations manned for the public. Staff has all materials necessary to conduct business at the service desks.

PCPL works hard to support its primary mission – serving the public. We strive to meet high standards of library service by being responsive to patron needs. Library staff members assigned to provide public service focus their attention on the public while working in the public area. Staff members carry out this policy by following the guidelines below:

PROCEDURES

1. Library related work may be brought to the service desks by staff, but serving patrons who come to the desk are the first priority. Staff must not get so engrossed in work that they forget to look up and around periodically.
2. Every staff member is an extension of the library; the image each creates must reflect positively on the library and Powhatan County.
3. Patron needs are met in a polite and timely manner. Patrons are greeted and an offer of assistance is made when they arrive at a service desk or appear to require assistance anywhere in the library. Staff follows up when possible by asking if the patron was able to locate needed items or if further help is required.
4. Library staff never leaves a patron without offering a referral or alternative solution to his or her question. Alternative solutions include obtaining materials through Interlibrary Loan or referring the question to another library or agency.

5. Staff members are familiar with all policies and services and are able to articulate and explain them. Staff members are responsible for asking other staff if unfamiliar with policies.
6. Staff are responsible for offering assistance to patrons using library materials and equipment.
7. Service desk staff regularly check the public computer workstations or copiers for problems such as logged off computers, paper jams, empty paper trays, trash and materials that should be returned to shelves (after doing an in-house check-in). Good customer service includes providing a clean, well-stocked environment.
8. Staff will dress in a manner appropriate for the workplace.
9. Food and drink are not consumed at the service desks; staff eating and drinking should be done out of patrons' sight.
10. Personal telephone calls are not made or taken by staff at service desks. Conversation with other staff members is kept to a reasonable length and conducted quietly. If a lengthy conversation cannot wait, please get someone to cover the desk and continue the conversation in private.

CONFIDENTIALITY OF PATRON INFORMATION

POLICY

The Powhatan County Public Library maintains the confidentiality of patron registration and borrowing records and of all other information relating to an individual's use of library resources and services, including records of all transactions with the library and services provided.

This policy is in accordance with the Code of Virginia section 2.2-3705.7. The Virginia Freedom of Information Act provides an exclusion to disclosure requirements for library records which can be used to identify both (1) any library patron who has borrowed material from a library and (2) the material such patron borrowed. Accordingly, when any local, state or federal official or private citizen asks to gain access to library use records or customer files, PCPL personnel shall not reveal any personal data on library users or allow access to such records or files.

The Powhatan County Public Library supports every patron's right to have his or her library records remain confidential. Library records include patron registration data, circulation records, overdue and reserve records, records of participation in library-sponsored programs, record of library visits, and/or any data that contain information linking the patron to specific materials or services used. Each patron over the age of 18 has individual control over his or her borrower's card. Presentation of the card or appropriate identification permits access to information about the borrower's current circulation record. Except during the actual period of transaction (circulation, maintenance of record on unpaid fines, reservation of materials), the library will not maintain a record of transactions. When no longer needed for library administration purposes, records will be expunged.

In compliance with Virginia Code 2.2-3703.1, no information will be released to any person, agency, or organization, except in response to a valid court order or subpoena, properly presented to the Library Director.

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties.

PROCEDURE

Individuals or representatives of agencies seeking personal data from library records are to be referred to the Library Director.

The Library Director does not release records unless a court order or subpoena is issued and has been reviewed by the Library's legal counsel.

COMPLAINT PROCESS

POLICY

Powhatan County Public Library is responsive to patrons who have a complaint by making every effort to address complaints or criticism in a fair and timely manner. The Library staff applies to selection criteria described in the Collection Development Plan and makes an effort to provide materials that reflect the diversity of viewpoints within the community. The library does have a responsibility to its patrons to investigate concerns about its selections and will reconsider an item when requested to do so. A formal procedure is used for such reviews.

PROCEDURES

Staff may receive complaints in person, or they may be transmitted by various electronic or telephonic means. A complaint made in person or on the phone is handled by the person who receives it whenever possible. If not able to resolve the complaint, the receiving staff member records the nature of the complaint, date and time, and the patron's contact information. The patron is to be advised that return contact will be made by the Library Director.

Complaints received in writing, whether electronic or not, are resolved by the person to whom the message is addressed or handed on to the Director, as appropriate.

Some complaints may have a variety of solutions; others may be quickly and simply resolved through staff education or immediate and straightforward action to enact appropriate change. For example, a physical condition or building problem can sometimes be remedied with virtually no time or expenditure involved.

In some instances, because of conditions or limitations placed upon the Library, we may have no authority to address the situation.

When a complaint cannot be immediately resolved, the staff member who is working with the patron to resolve the complaint assures the patron that the problem will be examined and the results will be reported in a format convenient to the patron. When it is not feasible to meet with the patron or when further research must be done, a response will be made by telephone or in a written format at the convenience of the patron. A Suggestion Box is kept at the service desk to address patrons' requests and questions.

REQUESTS FOR RECONSIDERATION OF MATERIALS

If the library patron questions the suitability or classification of a particular item in the collection, the patron's contact information is noted. The patron will be told that the director will contact them for discussion about their concerns. The Library Director will offer a Request for Reconsideration of Library Materials form if the patron would like further action taken once such a conversation has occurred.

Upon receipt of a fully completed Reconsideration form, the Library Director objectively reviews the material in question to ascertain that the PCPL selection criteria were applied in the selection process and reports findings in writing. The Library Director also asks another staff member and a member of the public to submit a written review. The Library Director compiles the three reviews into a formal recommendation and presents them for review to the Board of Trustees.

Upon review by the Board of Trustees, the Library Director makes a written response to the requester indicating the course of action that the PCPL will take. This course of action will apply to all copies of the material at PCPL.

LIBRARY CARD REGISTRATION

POLICY

Checkout of library materials and/or online services requires an up-to-date, valid PCPL library card. Individuals are eligible to register for a free card and borrowing privileges with appropriate identification

A temporary card allowing limited computer use is also available. Replacement of a lost library card is subject to a small fee.

PROCEDURE

Adult registrants must present proof of residency at the time of registration. A picture identification card with a current address or a picture identification card with another form of identification with the current address, such as utility bills or other official USPS mail is required for adults.

Juvenile registrants (under 18) must be accompanied by a parent, or legal guardian who has the required identification, and is willing to assume responsibility for use of the library card, payment of fines and lost/damaged materials charges. Accompanying adults may not have a “barred” or “blocked” status on their own library card. If it is more convenient, a juvenile registrant may take the appropriate forms home to be completed.

A temporary computer card is also available free of charge for out-of-town patrons for use in the library only.

The replacement fee for lost cards is \$0.50. Damaged cards are replaced without charge when the damaged card is presented. Stolen cards are replaced without charge.

LOAN PERIODS

POLICY

The Powhatan County Public Library resources are limited and in great demand by the public. So that as many people as possible have an opportunity to use library materials, the Library defines limits on both the length of time items can be borrowed and the number of materials a customer can have out at any given time. Reference materials do not circulate.

A maximum of 20 items, which includes up to 7 DVD's, and up to 7 Audiobooks, may be checked out per borrower at any given time. Items eligible for renewal may be renewed up to three times if another person has not placed a reserve on the item.

A historical record of items checked out by a patron may be activated upon request. As with all library information, this list is confidential and will not be shared with anyone else, unless the library is required to do so by law. Children under 18 may have their card history activated upon request from their parent or legal guardian.

PROCEDURES

The loan period set for all materials is 2 weeks, with an additional week as a grace period.

Inter-Library Loan items procured from outside PCPL through the ILL system will be loaned for the period of time designated by the lending library. Loan extensions are at the discretion of the lending library.

The use of Internet and Word Processing terminals is 45 minutes, which may be extended up to 120 minutes per day, if no one is waiting to use the terminals.

If a patron receives an overdue notice but claims to have never borrowed the materials or to have returned the materials at an earlier time, staff will mark the materials with a Claims Not Checked Out / Claims Returned status. This is done only after the shelves at the library are checked.

FINES AND COLLECTIONS

POLICY

Library materials are checked out for a specified amount of time. When patrons keep materials past the due date, a daily fine is charged. Following the 7-day grace period, assessment of fines begins on the recorded due date. Fines accrue on overdue items up to a maximum of \$5.00 per cardholder.

Borrowers are charged for lost or damaged materials, including any supplies for circulating those items and any component parts of audio-visual items with multiple parts. The cost charged to the borrower is usually the replacement price entered into the item record.

The price paid for materials by the Library is dependent on many different factors such as: the type of material, the size of the publisher or distributor and the number of items published; the type of binding; the number of copies purchased at the same time; the number of items purchased per order or per year; the existence of a purchasing contract with the particular publisher of book.

The Library reserves the right to purchase a different title as a replacement if the lost or damaged item is unavailable due to out of print, or out of stock status.

Alternatively, a patron may fulfill his/her obligation by providing a new copy of the lost or damaged item in the same or better binding or format.

When an item has been overdue for 60 days, the patron is charged for the cost of the item and is barred from checking out any further materials or using online materials or computers until the account is settled. If the total amount owed is \$25.00 or more, the overdue record is forwarded to Unique Management Service for debt collection, and a \$10.00 service charge is added to the account.

PROCEDURE

Most of the items in the catalog have the price information to charge if the item is lost. However, if the price is not listed, the following costs apply:

Hardback book	\$20.00
Paperback book	\$10.00
Disk	\$10.00
Read-a-longs	\$20.00
Book jacket	\$ 1.00
Barcode	\$ 1.00
Plastic “hang-up” bags	\$ 1.00
CD Cases	\$ 5.00

SALE OF GIFT AND PROMOTIONAL ITEMS

POLICY

The Powhatan County Public Library and associated Friends group offer gift and promotional items for sale at the library that are exempt from state tax. The circulation desk serves as the point of sale for these items.

PROCEDURE

The library displays signage to indicate the availability and price of sale items. Record charges for copies, printer copies, faxes, and other services in the library circulation system.

When processing the daily financial transactions, money collected from the sale of County items is included in a county treasurer's deposit. Money collected from the sale of Friends' items (such as coffee, books and library bags, etc.) must be separate and placed into the bank box for the Friends of PPL. When additional supplies are required, appropriate Staff or Friends' board member will be advised so the items can be ordered.

INFORMATION / REFERENCE

POLICY

Providing information is a key role of the public library and information/reference service is part of PCPL's commitment to serving the needs of the community. PCPL's goal is to meet those needs by bringing the Library's resources and patrons together.

The Library offers information/reference service to all persons, regardless of age, race, religion, color, sex, national origin, disability, social or economic status of the patron. This service is available during all hours the library is open and is provided in response to all forms of inquiry including, but not limited to, telephone, walk-in, electronic mail and mail. Questions presented by patrons in libraries have the highest priority. All inquiries are to be answered in a timely manner.

The Library's collections and resources are used to fill requests for information; for those transactions that are beyond the scope of PCPL's collection, outside resources may be used, including interlibrary loan service.

PROCEDURE

Information/Reference staff communicates with the library patron to verify or clarify requests for information in a reference interview. This process also serves to explain the steps used to fill requests for information.

Once a patron's need is determined, the principal responsibility of library staff is to provide skilled assistance and guidance in the reference process. The librarian offers instruction and demonstrates the use of online catalogs, databases, and other library research tools to help the patron in locating the desired information.

Library staff also answers factual questions, always quoting a source of information.

In the event that the library's holdings and resources do not provide the information needed, Library staff may offer interlibrary loan or referral to another institution or agency.

Reader's Advisory Service – PCPL Information/Reference staff use their professional knowledge and any relevant resource (print and electronic) at hand to guide readers of all ages to appropriate reading materials to satisfy interests.

Section 5.2

RESOURCES

POLICY

The mission of the Powhatan County Public Library includes providing and maintaining a well-rounded, balanced, and representative collection of materials selected to meet the cultural, informational, and recreational needs of the citizens of Powhatan County. The library is responsible for developing a collection of resource materials appropriate to the community. Library collections reflect the diversity and character of the community it serves. Collections must also enable the library to carry out its defined service role in the community.

Library materials are not marked or identified to show approval or disapproval of the contents. No book or other item is sequestered, except for the purpose of protecting it from injury or theft. Censorship of any material, whether by groups or by individuals, will be challenged by the Library Board. The Board defends the principle of the freedom to read, listen and view and recognizes that censorship is a purely individual matter. Although anyone is free to reject for himself materials of which he does not approve, an individual or group cannot exercise this right of censorship to restrict the freedom of others to read, listen and view.

PROCEDURE

Keeping this service role in mind, as well as the needs and interests of the community, Library staff:

- Selects and recommends materials, in all formats from reviews, catalogs, lists, etc.
- Considers patron requests for specific materials.
- Determines numbers of copies to be purchased.
- Determines whether gifts are added to the collection.
- Examines materials for discard, replacement, or repair.
- Regularly reviews the entire collection in order to ensure that it is kept in balance.

A library patron who wishes to register a complaint concerning the appropriateness or content of a particular material or portion of a material will be asked to follow the procedure outlines in section 3.5.

Section 5.3

LITERACY INSTRUCTION FOR PATRONS OF ALL AGES

POLICY

Reading, writing and using numbers are basic skills needed by a person to be an integrated and active member of society. The Powhatan County Public Library helps support activities that enable people to gain literacy skills and helps support agencies that are combating illiteracy and promoting media competence.

PROCEDURE

The Powhatan County Public Library may choose to provide space to agencies dedicated to teaching literacy skills to people of all ages. Space is provided based on availability of the space desired and the needs of the requesting agency.

GENEALOGY AND LOCAL HISTORY

POLICY

Due to the proximity of institutions rich in archival and print materials that pertain to genealogy and local history, the Powhatan County Public Library does not provide comprehensive collections on these topics. The local materials collected contain historical and genealogical information with primary emphasis on Powhatan County and its related geographic areas, from which the county was created. Included in the collection are books, cemetery and census records, telephone directories, high school yearbooks, military and family history records. In addition to these subject specific resources, the library offers general how-to manuals, and other basic resources on beginning genealogical research.

PROCEDURES

If PCPL staff is unable to assist patrons with specific and in-depth genealogical research questions that cannot be answered using in-house library resources, patrons may be referred to the following area institutions: Powhatan Historical Society, Powhatan County Courthouse, Library of Virginia, Virginia Historical Society and the local Church of Jesus Christ of Latter-Day Saints library.

These area resources are available:

1. Powhatan Historical Society, Inc.
P.O. Box 562
Powhatan, VA 23139
(804) 598-1139
2. Powhatan County Courthouse
3834 Old Buckingham Rd.
Powhatan, VA 23139
(804) 598-5660
3. Library of Virginia
800 E. Broad St.
Richmond, VA 23219
(804) 692-3500
www.lva.lib.va.us

4. Virginia Historical Society
428 N. Boulevard
Richmond, VA 23220
(804) 358-4901
www.vahistorical.org

5. Church of Jesus Christ of Latter-Day Saints Family History Library
4601 N. Bailey Bridge Road
Midlothian, VA 23112
(804) 763-4318

Section 5.5

MATERIALS AVAILABILITY

POLICY

Patrons may request that items currently checked out be held for them when the item is checked in. When the Library does not own materials of interest to patrons, patrons can request that the Library purchase or Interlibrary Loan (ILL) the item.

PROCEDURES

Items are placed on hold for a patron at the request of the patron or through a staff member suggesting such action to the patron. Patrons can also put an item on hold themselves.

The Library's automation system is used to place a hold. Staff at the Library notifies the patron when the item arrives. If all copies are checked out when the hold request is placed, the first copy returned is electronically tagged as a hold. At the time of check-in, the automation system signals to staff that hold has been placed on the item. The patron is then notified by phone that it is available for pick up within three business days. If not picked up within the 3 day period, the book is returned to the stacks.

INTERLIBRARY LOAN (ILL)

POLICY

A maximum of five Interlibrary Loan requests can be made by one individual at a time. PCPL also lends items from its collection to other libraries through Interlibrary Loan. Books and journal articles may be loaned. DVD's, books on CD, items with a hold on them, and items that were added to the PCPL collection within the past six months are not loaned. Items are sent to other libraries for a 4 week time period, which includes shipping time. Renewals are not allowed.

PROCEDURES

ILL requests are placed using a PCPL form. Forms completed by patrons are turned in at the Circulation Desk at the Library.

If a patron cancels an ILL request, payment of the associated cost is required if the sending library has already sent the item.

The Interlibrary Loan coordinator searches OCLC and other resources to find the item and places a request. When the item is received by the Interlibrary Loan coordinator, it is processed and the due date and whether it can be renewed is noted. The patron is then notified and the item is placed on the hold shelf for pick up.

ILL items must be returned by patrons to the Circulation Desk at the Library. The item is given to the Interlibrary Loan coordinator, who in turn sends the item to the lending library.

Notice that an ILL item is overdue is sent to the patron on a different schedule than for items owned by PCPL. The Interlibrary Loan coordinator contacts the patron about the overdue ILL item.

ILL items not returned are billed to the patron at the amount determined by the lending library. PCPL pays the lending library's invoice whether the patron has paid PCPL or not. Until the book is returned, or the amount owed is paid, the status of the patron is barred from borrowing materials and other library services.

LENDING TO OTHER LIBRARIES

Requests from other libraries to borrow from PCPL are received from fax, mail, and telephone. The Interlibrary Loan coordinator searches the PCPL catalog and makes a decision regarding the availability of the requested item for loan.

If available, the item is checked out, packaged and sent to the borrowing library. Requesting libraries are informed when items are not available.

Overdue notices are sent to the borrowing library according to the schedule set by Interlibrary Loan coordinator, approximately every 30 days.

When the item is returned, it is checked in by the Interlibrary Loan coordinator and shelved by library staff. In the case of unreturned items, the Interlibrary Loan coordinator bills the borrowing library for the price of the item.

Section 5.7

COPYRIGHT REQUIREMENTS

POLICY

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Section 5.8

EXHIBITS AND DISPLAYS

POLICY

The Powhatan County Public Library offers the public opportunities to use exhibit cases and display space when these resources are available. Individuals, groups and organizations, regardless of their beliefs or affiliations, may use this service without charge. For-profit businesses may not use exhibit space for exhibits or displays related to profit making.

Submitted applications for display are approved by the Library Director. If the director asks for assistance during the approval process, or an applicant is denied and wants a review, then the Library Board of Trustees will accept or reject the proposed exhibits or displays. All decisions are final.

Exhibits and displays should be suitable for viewing by all ages. If any of the works in the exhibit are not suitable for viewing by all ages, the artists will be asked to remove the piece(s) in question within one business day. If the artist cannot remove the piece(s), then the library will remove the artwork in question.

Exhibit cases and display space can be used for a maximum of 30 days. They are not available for use on a regular, continuous basis, e.g., the first two weeks of every month. Access to exhibit space is available only during the hours that the Library is open to the public.

Any damage to exhibit cases, display space, or other Library property resulting from an exhibit or display is the responsibility of the exhibitor. Neither the County nor the Library assumes responsibility for lost, stolen or damaged exhibits or displays. Prior to display, artists (or a specified agent acting on behalf of a group of artists) must complete the Display Application and Liability Release form, which will hold harmless the Library Trustees, employees, and County, if loss or damage occurs while their materials are on display at the Library.

Publicity accompanying a display or exhibit must identify the responsible individual, group or organization and provide a point of contact. Exhibits and displays must not identify either the County or the Library as a sponsor. A sign will be posted. "Use of exhibit or display space at the Library does not in any way constitute an endorsement by the County or the Library of the exhibitor, the exhibit, or the exhibitor's policies or beliefs."

PROCEDURES

Individuals or organizations requesting use of exhibit or display space must submit a written application form to the library. Forms are available at the library. Applicants are given a copy of this policy when they request use of the space.

Applicants requesting permission to exhibit for the first time may be asked to bring representative samples or a portfolio prior to an exhibition being scheduled. The Library Director will review the materials in a timely fashion. In case of rejection, reasons for this will be noted on the application and a copy mailed to the applicant.

The Library reserves the right to limit or cancel an exhibit at any time. Artists may display biographical information and their names and addresses, so that patrons may contact them directly. Prices may be displayed and if exhibited works are sold, the library encourages a 10% tax deductible donation of the purchase price be made to the Friends of the Library.

Cancellations of reservations to use display or exhibit space should be made as soon as possible to allow other applicants an opportunity to use the released space.

If scheduled display space is empty for 48 hours, without other notice, the reservation is considered canceled, and the space will be open to other requestors or a PCPL display.

Exhibits and displays must be installed and removed by the exhibitor. Installation may take place no sooner than the first day of the reserved time period and the exhibit must be removed by the close of business on the last day of that time period.

Display space and exhibit cases must be left clean, neat, and in the same condition as when made available for use.

Section 5.9

ADULT PROGRAMS

POLICY

The Powhatan County Public Library is committed to sponsoring educational and recreational programs designed to meet the needs and interest of adult patrons. Programs that encourage reading and publicize library resources will be given special consideration.

PROCEDURES

Most programs organized internally are managed by library staff. PCPL may co-sponsor programs with other County agencies or cooperate with non-profit organizations that wish to present programs. When feasible, the Friends of the Powhatan County Library underwrites the cost of programs. All program ideas requiring funding are submitted to the Library Director for approval.

Section 5.10

EQUIPMENT USE: NON COMPUTER

POLICY

The Powhatan County Public Library provides patrons with access to non-computer equipment. Photocopiers, digital projectors, a fax machine and scanners are available for use in the library. Fax service is available up to 15 minutes before closing.

PROCEDURES

Staff:

Library staff is responsible for daily maintenance of all machines such as filling paper trays, removing jammed copies, and adding toner. When equipment is not functioning properly, staff on duty is responsible for reporting the problems to the director or designee.

Public:

When needed, the patron may request assistance at the Circulation Desk. Photocopies are \$0.10/page for letter or legal size paper. 2 sided color copies are \$0.20 a page. Printing to the library printers from any computer is \$0.15 per page.

Amended September 12, 2018

Section 5.11

COMPUTER AND INTERNET USE

POLICY

The Powhatan County Public Library provides access to a wide range of services and materials through the use of computer workstations. In order to provide fair and equitable access to computer-based resources, the library controls public use of computer equipment through staff enforcement of computer and internet policies.

The Powhatan County Public Library complies with Copyright Law (Title 17, United States Code). Unauthorized copying of computer software, whether by staff or patrons, is an infringement of that law and is not allowed on Library computers.

The Library's computers are networked, including those available for public use. Patrons may not use the network for any illegal activity such as violating the rights of third parties or in a manner inconsistent with the Library's tax-exempt status or its proper operation. Unauthorized entry into other computational, informational or communication services or other resources is not allowed. Patrons may not distribute unsolicited advertising or invade the privacy of others using Library computers.

PROCEDURE

Attempts to copy software using Library computers may result in loss of access. Unlawful activities will be reported to the proper authorities. Hardware and software other than that provided by the Library may not be attached to or used with Library computers. USB storage devices are permitted to be used with the public computers, but personal USB's may not be put into Staff computers.

Powhatan County is not responsible for any damages that may occur as a result of conditions beyond our control such as computer viruses, electrical malfunctions, power surges, etc.

Staff Assistance:

Library staff provides limited assistance for basic startup procedures, but cannot offer in-depth personal instruction in the use of personal computer or software applications other than the Library's own automation software and electronic databases. Online tutorials and help programs are often available on some software applications. In general, the role of library staff is that of helper, facilitator, guide, or coach. Unless a specific class on a specific topic has been scheduled, library staff provides basic guidance to patrons in their use of application software and the Internet. Any patron needs beyond basic assistance and guidance are more appropriately addressed by professionally provided computer education programs.

Charges and Supplies:

Patrons are charged for printing on the Library's paper as follows:

- Black and white & Color: \$0.15 per page

Use of Computer Workstations:

Computers are available for public use on a first-come, first-served basis to Powhatan County Public Library patrons with valid library cards. Patrons who are taking tests or exams will be given the opportunity for more time to complete those tests unless the library is closing.

A temporary computer card is available to those individuals who are visiting the library. Use of computer workstations is set at 45 minute sessions. If someone is waiting to use the computer, the patron must immediately stop working and relinquish the computer to the next person. If no one is waiting to use the computer, the patron may continue the session.

Patrons must send materials to be printed to the printer before the library closes or before their session ends. Patrons cannot use sounds or visuals that disrupt other library patrons. The Library provides headsets for patron convenience.

Public Use of the Internet:

POWHATAN COUNTY PUBLIC LIBRARY ACCEPTABLE INTERNET USE POLICY

Internet Philosophy

The Internet, as an information source, enables the Library to provide information beyond the confines of its own collection. It is, however, an unregulated medium. As such, it offers a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, but it also enables access to some material that may be offensive, disturbing, and/or illegal. In compliance with the Children's Internet Protection Act (CIPA), Powhatan County Public Library provides Internet workstations equipped with filtering/blocking technology. However, the library recognizes that filtering/blocking technology is not completely reliable in protecting against websites that may be offensive, controversial or illegal, and may in fact block many legitimate websites.

The Powhatan County Public Library disclaims any responsibility as to the Internet's quality, informational accuracy, authoritativeness, timeliness, legality, or usefulness for a particular purpose. The Library also assumes no responsibility for any damages, direct or indirect, arising from use of its connection to the Internet or other electronic resources.

Responsibilities of Internet Users

Lawful use of the Internet is the individual's responsibility. Any illegal activity involving the Internet and/or library computers shall result in suspension or loss of library privileges. (Code of Virginia, Section 42.1-36.1). Use of Powhatan County Public Library's computer facilities constitutes an agreement to abide by all policies included in this manual. When a parent or legal guardian signs an application for a library card for their child, they have agreed to take responsibility for the Library resources that their child uses and checks out of the Library. The Powhatan County Public Library considers the Internet a Library resource. Parents are advised to supervise all of their children's Internet sessions and to read with their children "Child Safety on the Information Highway" and/or "Teen Safety on the Information Highway".

The following uses of the Internet are unacceptable:

- Sending or displaying obscene or disruptive messages, files, or images
- Using obscene language
- Changing or adding files to the computer or network
- Violating copyright laws or software license restrictions
- Using another person's library card
- Using the computer for hacking (breaking into or out of any system), spreading viruses and/or any other practice that interferes with the use of the Internet
- Harassing, insulting, or attacking others
- Damaging library computers and other equipment
- Using computer equipment and communications services for sending, receiving, viewing, or downloading illegal material via the Internet

Staff Assistance

Due to limited staff resources, the Powhatan County Public Library will not always be able to provide intensive assistance to Internet users. At busy times, staff will only be able to assist a patron with getting started, and then, if possible, will return later to check on progress.

Time Limits

Use of the computer is limited to 45 minutes. Any time required for printing or downloading of files is included in the 45-minute allotment. Reservations for time using an Internet accessible computer cannot be made in advance. A patron may sign up for only one session at a time. After the session is over, the patron may sign up for another block of time if no one is waiting. The library reserves the right to terminate a computer session should computer use result in disruption of library service. Patrons are expected to begin logging off a few minutes before closing time.

Printing

Documents may be printed for a fee of \$0.15 per page. Be careful to print only the pages you want; mistakes and extra pages will be included in the total fee.

Section 5.12

TAX FORMS

POLICY

Selected federal tax forms are available in some format at the Powhatan County Public Library. PCPL staff does not help with tax preparation, determine which forms are needed, or offer any tax advice. AARP partners with PCPL to use library facilities to provide tax assistance and tax preparation.

PROCEDURE

Patrons call to make appointments with the AARP volunteers based on their appointment schedule. Library facilities are made available to AARP during the tax season.

Tax form websites are available to the public through the public Internet terminals. Patrons may use these sites in order to print copies of their desired forms.

Paper copies of federal tax forms are ordered by a designated staff member at the library and are made available to the public.

Tax forms are kept in some format until the end of the extension period deadline in August.

TEST PROCTORING

PCPL Proctoring Service

Proctoring is provided as a service for PCPL patrons. PCPL cannot guarantee that the student will be under continuous supervision during the testing period. The PCPL proctor is limited to handing the exam to the student; timing the exam; and logging the student into an online exam using the institution-supplied login credentials. The proctor will collect the exam from the test-taker at the appointed time. PCPL staff may return the exam via US mail with student or institution-provided stamped, addressed envelope; via fax; or email.

PCPL staff cannot proctor online exams that require the installation of special software or the modification of existing computer settings on public PC's. Students may opt to use their personal laptop, using PCPL-provided Wi-Fi. For online exams, students may use public computers with a maximum time limit of 3 hours to complete the exam.

The student is responsible for verifying with their institution that PCPL's proctoring policy is acceptable.

The student must provide their educational institution's proctoring requirements to the PCPL proctor prior to scheduling a test. The student is also responsible for making arrangements for the exam to be delivered to the PCPL proctor and to confirm receipt.

PCPL Proctoring Checklist for Students:

- Review PCPL proctoring service guidelines (above)
- Verify proctoring requirements with educational institution
- Provide educational institution's proctoring requirements to PCPL proctor prior to scheduling
- Confirm receipt of exam by proctor prior to appointment
- Current PCPL card in good standing
- Photo ID

Amended December 13, 2017

INFORMATION SERVICES

POLICY

Information and reference service is available to children and adults at the Powhatan County Public Library. Staff assists patrons with retrieval of information from all available sources, i.e. library catalog, reference materials, electronic databases, and internet sources. Library staff also offers instruction in the use of the catalog and, as time permits, the library's electronic resources and the internet.

Parents/Caregivers are responsible for deciding what library resources are appropriate for their own children or children they bring to the library. A child's use of library materials, including the Internet, is the responsibility of the adult who brought the child to the facility.

PROCEDURES

Library staff conducts reference interviews to determine the needs of each patron.

Available information services include:

- *Ready reference* – Questions that can be answered quickly using one source and questions about the collection. These types of questions, along with general reference questions, may be limited in number depending on the time available.
- *General reference* – This type of information can usually be provided using one or more sources and may take several minutes or longer.
- *Reader's advisory* – If reader's advisory is required, determine the age, reading level and interest of the child. Several sources may be used; personal experience, compiled bibliographies, reference sources, and electronic resources
- *Homework assistance* – See Homework Assistance Policy (6.5)
- *Telephone questions* – Staff will answer reference questions over the phone as time allows, but patrons inside the library are served first. Books on a topic can be pulled from the shelves and held for a phone patron upon request at the discretion of the Library staff member.
- *Requests for transferred materials* – Staff request materials from other libraries to meet patron informational needs. Requested items are held at PCPL for pick up by the patron.
- *Special requests* – Special requests are handled as individual cases and with regard to staff time available, under the advisement of the Library Director.

Section 6.2

YOUTH PROGRAMS

POLICY

The Library sponsors programs designed to encourage reading and use of library materials. The purpose of Youth Services programs is to make children and young adults aware of available resources. Efforts are made to draw upon resource people in the community for some library programs. Major programs may offer performers recognized statewide.

Story times, craft programs, and reading programs are regularly presented for children at the library. The library may offer special events to raise the library's profile in the library's service area.

Section 6.3

TOUR AND GROUP LIBRARY VISITS

POLICY

Powhatan County Public Library welcomes groups of children of all ages. Library tours are available and are provided for Powhatan County residents, organizations, and schools. A staff member conducts tours and a story time may be included if requested. The library also provides group visits for children under adult supervision who come in a group to use the library's public space, resources and materials.

Detailed instruction on particular materials or resources is usually not included in any of these activities. Groups of children must have adult supervision while they are in the library. Tours are scheduled at least two weeks in advance. The Library may need to adjust the scheduling of the activities according to library staffing.

School visits are also available as time and staff permits. A library staff member visits the school to describe the library's services, collections, library catalog and electronic resources.

PROCEDURES

An individual or group requesting a tour is referred to the appropriate staff member. Organizations outside Powhatan County are referred to the nearest public library in their county or city.

If a tour cannot be conducted at the requested time, ask the organization to choose another date.

Discuss what the tour should cover with the requestor before the tour date. Ask for the organization's name, the leader's name and contact phone number, and the ages and number of the children involved.

Tours may include a story time program if the meeting room is available.

Handouts and other materials may be included in accordance with the type or group, ages of the children and special topics that may have been requested for the tour.

Section 6.4

HOMESCHOOLED CHILDREN

POLICY

The public library serves as a school media center for children who are taught at home. Homeschool families in Powhatan County often rely heavily on the public library for books, audiovisual materials, and electronic resources. The Library does not purchase textbooks or curriculum materials for homeschooling, just as it does not purchase these items for public or private school student use.

Although Powhatan County Public Library does not provide ongoing services or programming just for homeschoolers, they are welcome to attend the story times and other children's programs open to the public.

PROCEDURES

Library staff works with homeschool group leaders to schedule tours of library facilities and introductions to the library catalog and electronic resources.

The library's meeting rooms may be scheduled for special events organized by homeschool groups.

PCPL may limit the amount of material on a specific subject that can be checked out by one library user. As with any other library users, a homeschool parent may not check out all of the books on the library shelves about any specific subject.

Section 6.5

HOMEWORK ASSISTANCE

POLICY

Library staff guides young patrons and their parents/caregivers to the proper sources required to complete a homework assignment.

PROCEDURES

Library User in Person

After determining the appropriate sources of an information request (print, video, electronic, etc.), library staff provides the patron with the best possible information resources available in the library.

Library staff also assures the patron is familiar with using the source, perhaps by doing a sample search, or showing location of indexes, etc. Library staff explains to library users which electronic resources are available remotely from home or work and the ones that must be used in the library.

If the collection on hand cannot fulfill the patron's information needs, staff explores with the patron other suitable options available through interlibrary loan, if the time frame allows.

Library User on the Telephone

Library staff answers reference questions asked over the telephone. Users waiting for service in the library are served first before those on the phone. Callers are to be advised of a waiting time necessary if patrons are in line at the time of the telephone call.

Books on a topic can be pulled and held on request.

Library staff educates callers on the electronic resources available through remote access.

Section 6.6

COOPERATION WITH SCHOOLS

POLICY

The Powhatan County Public Library cooperates with Powhatan County Public Schools as well as local private schools, preschools and day care centers to promote the dissemination of knowledge, encourage the love of books and reading, and promote public library use by students.

PROCEDURES

Library staff visit schools in May or early June of each year to promote the Library's Summer Reading Program.

Staff also visits schools on request to participate in story times, book talks, reading nights, and other programs promoting libraries and reading.

Library staff provides reference instruction in the classroom and for groups at the library on request.

PCPL provides students with Accelerated Reader Lists and helps students find these materials.

Section 7.1

MEETING AND CONFERENCE ROOMS

POLICY

Educational, civic, cultural, and government groups with active local chapters and individuals with Powhatan residency may use Library meeting rooms for public meetings if they agree, in writing, to follow all rules and regulations established by the Library Board. The public meeting rooms will be available on equal terms to all residents in the community regardless of their beliefs and affiliations. The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group or its programs.

PROCEDURE

1. Reservations to use the meeting rooms are available for a 6-month period to all on a first-come-first-served basis. For each session, for-profit enterprises will pay \$50.00 (two day discounted total fee is \$75, three day discounted total fee is \$100). Non-profit enterprises will not be charged for room rental. Artists displaying their work in the library and wishing to schedule a formal showing are given the option to pay the lesser of either the flat fee or 10% of their earnings from works sold during the showing. Library, county or other government agencies are exempt from fees. The Library Director will be the final arbiter as to which groups are considered for-profit, non-profit or exempt.
2. Registrations may be made not more than 6 months in advance. Library, county or other government agencies are exempt from this rule. Registrations are contingent on possibility that rooms may be ceded for county government use. In this event, library and county staff will make every effort to find alternate space for the registered group.
3. Any organization, group, individual, or enterprise desiring to use the meeting rooms for the first time must complete the Registration Form for Meeting Room Use. All dates desired by the registrant within a 6-month period must be listed on the form at registration.
4. A copy of both the Meeting Room Use Rules and Regulations and the Cleanliness Checklist is given to all who register to use the rooms. The Checklist must be completed by each group after each usage and turned in at the front desk or in the Drop box immediately following reserved times.
5. The small conference room is available during library open hours only. Meetings must end 15 minutes before closing time. The large meeting room is available during and after library open hours with the proper arrangements in place with library staff.
6. If the library is closed because of weather or other unforeseen circumstances, the use of the meeting rooms is cancelled and the registrant will be notified as soon as possible.
7. Individuals may use the meeting rooms when no group has reserved the space.
8. The registrant agrees to observe the following regulations:
 - a. All programs/meetings must be open to the public.

- b. In regard to non-profit use, no administration fee will be charged or donation taken at the programs/meetings except for fees for conference programs or educational courses sponsored by the Library, county, or other government agencies.
 - c. Registration fees by participants may not be required for attendance at programs except for those sponsored by the Library, county, other government agencies or at the discretion of for-profit groups.
 - d. In regard to non-profit groups, no goods or services will be sold, nor solicitations, on the premises of the Library except by the Library, the county, or other government agencies.
 - e. All publicity must list the name of the organization sponsoring the meeting. The Library may not be named as sponsor of any event without written permission.
 - f. Neither the name nor address of the Library may be used as the official address or headquarters of any organization.
 - g. Light refreshments, but no alcoholic beverages, may be served in both rooms. The group is responsible for cleanup and proper disposal of all trash after the meeting. Failure to meet the requirements of the Cleanliness Checklist will result in a \$25 clean-up fee.
 - h. The group is responsible for setting up furniture to suit its needs and must return furniture to the position it was in prior to the meeting.
 - i. The registrant is responsible for damages to Library equipment, furniture, or facilities during the meeting and will pay for any damages.
 - j. If an event is canceled, the registrant will notify the Library as soon as possible so the room may be rescheduled for another use.
 - k. The Library is not responsible for loss of items left on the premises.
 - l. Activity and noise levels in the meeting rooms during meetings must not disrupt or disturb regular Library activities.
 - m. Smoking, the burning of candles or incense, or having an open flame is forbidden in the meeting rooms or any other part of the library.
9. Users of the meeting rooms must abide by all local, state and federal laws, ordinances and regulations, including occupancy limits (100 for large meeting room [50 with tables & chairs]; 19 for small conference room).
10. Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the meeting rooms.

Section 7.2

STUDY AND TUTOR ROOMS

POLICY

The Powhatan County Public Library provides rooms, at no charge, for private study. Use of these spaces for PCPL programs and functions has priority. When not allocated for library program use, rooms are made available to members of the community on a first-come, first served basis.

Former Section 7.3 See Section 5.8

Section 8.1

CASH CONTROL

POLICY

The Powhatan County Public Library keeps a “change fund” – cash on hand for making change for patrons for charged services. Cash is kept in the director’s office cabinet and locked after hours. During hours of operation, funds sufficient for making change are kept in the cash drawer. Regular deposits are made to the County Treasurer’s office.

PROCEDURES

Revenues received at the library are accounted for through the library circulation system. A staff member counts the cash for a deposit. Another staff member counts and verifies the amount for deposit and the amount on the daily tally sheets.

Designated library staff is responsible for taking the deposits to the County Treasurer’s office and ensuring change funds are available in denominations needed for making change.

The completed tally sheet is totaled daily for the deposit. The daily total assures that the deposit total and total of all revenues are equal.

Financial reports are prepared by the Library Director or the county by the second Wednesday of each month to be reviewed and approved by the Library Board of Trustees.

Section 8.2

CONTRIBUTIONS TO EXTERNAL AGENCIES

POLICY

The Powhatan County Public Library does not contribute monetarily to school, church, fraternal, or other civic groups of fund drives in the community. The Library does not buy ads or similar devices in publications, nor does it make direct contribution, unless an ancillary benefit for publicity for Library programs or services clearly exists.

PROCEDURES

Examples of cooperative publicity ventures in which the Library might participate monetarily are membership in chambers of commerce, historical societies, or arts councils when such organizations have newsletters or publications that may feature or market library programs or service.

The Library Director serves as the contact for these types of expenditures. Approval of the Library Director is required.

Section 8.3

PURCHASING, STAFF RELATED COSTS AND SUPPLIES

POLICY

The Powhatan County Public Library makes purchases, acquires services, and maintains stores of supplies in accordance with Powhatan County purchasing department policies and procedures. All purchasing requests are placed through the PCPL Business office.

Supplies are defined as “consumable items necessary for the production of service.” The Library has an annual budget for supplies and maintains limited supply stores on site. The supply budget is based on historical supply purchases, anticipated service changes and the availability of funds.

Travel or training reimbursements are requested on a County form and processed by PCPL’s Business Office following appropriate approvals.

PROCEDURES

Staff services such as reimbursement for registrations, workshops and travel must be requested on the County’s Travel Expense Reimbursement Voucher. This form is used for requests that require prior approval from the director and follows county procedures.

Section 8.4

PATRON OVERDUE ACCOUNTS

POLICY

The designated staff of the Powhatan County Public Library notifies patrons of overdues by phone or by letter on a monthly basis. PCPL also manages collection of accounts overdue by 60 days or more. Three telephone calls and two mailings by library staff are made before turning collections over to Unique Management services. See Section 4.3 Fines and Collections.

STATUTE OF LIMITATIONS ON OVERDUE ACCOUNTS

Pursuant to the statute of limitations established in VA. Code 8.01-246 (2), PCPL does not collect debts over five years old. The library recognizes that some materials are not recoverable. These lost items will be removed and considered “Lost” and the fines will be removed from the patron’s record considering them to be written off as a bad debt.

- Annually, the Business Office will remove the debts owed by patrons that are over five years old.

Their status will be adjusted to reflect the current debt amount.

Section 9.1

ACQUISITIONS

POLICY

The Powhatan County Public Library Collection Development Plan provides direction to Library staff concerning selection of materials – the work of creating and maintaining the material holdings that comprise the Library’s collection. All staff members and the general public may recommend materials for consideration (See Materials Request Form). Selection of materials for the adult collection is not restricted by the possibility that children or adolescents may obtain materials their parents consider inappropriate. The ultimate responsibility for selection, as for all library activities, rests with the Library Director.

The library provides pamphlets, periodicals, and audio-visual materials to supplement book resources. Textbooks or other books needed for courses of study are not purchased unless they are of general value.

PROCEDURES

The books purchased are evaluated by guides approved by the Library of Virginia. All reviews in Library Journal, and School Library Journal, are studied for selection of current titles. Other periodicals with high standards for book reviews are also used to keep the collection up-to-date. American Library Association, lists, and other guides are checked regularly for good, representative books of permanent value to balance the collection.

The Library Director compiles a list of selected books for purchase. Purchases are made primarily through Baker & Taylor through a Capital Area Library Directors’ consortia contract.

Upon receipt of ordered materials, library staff catalogs and processes them before they are released for check-out.

GIFTS

All gift materials are subject to the library’s selection process before they are included in the collection. Guidelines for determining which gifts are acceptable are outlined in the Collection Development Plan. Gift materials suitable for inclusion in the library are received by the library, checked against the holdings, and forwarded to the Library Director, who makes the final decision on inclusion in the collection.

Section 9.2

CATALOGING AND PROCESSING

POLICY

The Powhatan County Public Library organizes the materials in library collections to provide an easy and efficient way of obtaining these materials for our patrons and staff. The Library's catalog of holdings is maintained in an automated database available both in libraries and on the Internet. With a few exceptions, all materials are in the catalog regardless of format. Cataloged materials include books, DVD's, audio and electronic books.

Items are cataloged using the Dewey Decimal System and according to generally accepted, worldwide standards.

Materials are purchased without accompanying cataloging and physical processing of materials is generally done in house.

PROCEDURES

Materials are processed by Library staff who first seeks cataloging copy in the TLC Cataloging module and when that is not available, cataloging and classify the title in house. Tools used for cataloging are:

- AACR2
- World Cat
- LS2
- LC Subject Headings
- Dewey Decimal Classification
- Library of Congress Authority File
- MARC Coding

Gift items received for cataloging and processing are cataloged in the TLC Cataloging module.

CORRECTIONS/REPAIRS

Items needing corrections are checked out to repairs, and/or given to cataloging. Repairs are made if possible and returned to circulation after being checked back in.

TRANSFERS

Staff sends items that are to be transferred from one classification to another to cataloging. Staff checks the item out to repairs before sending it to cataloging.

DISCARDS

Items to be discarded are sent to cataloging to be removed from the system. The discards are given to the Friends of the Library.

Section 9.3

WEEDING

POLICY

The weeding of materials from PCPL's collection is as important as the selecting of materials and is a regular, continuing process. Weeding, like selecting, requires careful judgment.

Weeding of an individual title is not done in isolation. A number of factors figure in the decision: the relation of the material to other materials on that subject which the library already owns; the availability of funds to purchase more satisfactory titles; the availability of the same title or a more satisfactory title, consideration of the importance the library wants to place on building historical collections; and the usefulness of the title in serving the needs of the community and in fulfilling the role of the library in the community.

Continuous review of outdated and worn-out materials maintains the quality of the collection. Weeding provides an opportunity to make the collection more usable and attractive by removing materials which are outdated or are duplicated; and materials which are worn, soiled, or mutilated. Weeding also helps increase circulation by providing easier and more accurate access to the collection; much needed shelf space is provided by an on-going weeding process. It is also a time to evaluate the collection and make note of any gaps.

PROCEDURES

Weeding is to be done under the direction of the Library Director. Materials will be examined before deleting the item record from the database and discarding the item. Discarded items may be sold through Friends of the Library or offered at no cost to libraries outside the Powhatan County Public Library.

Great care should be taken to maintain any historical or special collections being developed. This would include materials on or about Virginia, or by Virginia authors, especially those involving the service area of PCPL. These areas should be weeded with particular care, if at all.

Weeding is to be based on these criteria:

- 1) Content - Items with outdated, obsolete or inaccurate information
- 2) Condition - Items that are worn out, soiled or mutilated
- 3) Use patterns - Items that are unused duplicate copies, which are no longer on standard lists or that are of an ephemeral nature
- 4) Format - Items in a particular type of collection no longer being added to, maintained or used by patrons

These criteria are to be used to determine items not to be discarded:

- 1) Research value - Do not discard any item with research potential even if it meets other guidelines

- 2) Out-of-Print - Do not discard if there is even the slightest possibility that the item may be of use
- 3) Local - Retain regardless of condition, date or lack of use
- 4) Balance - Retain if the item is the only one available to balance materials in a subject area regardless of date, condition or use

Section 10.1

REPORTING FACILITIES CONCERNS

POLICY

The Powhatan County Public Library expects all employees to be alert for facilities problems and safety concerns. The Library designates contacts, either persons or organizations, to employees to contact when they have facilities concerns.

PROCEDURES

Building Repairs

- For needed repairs that create an immediate and serious danger of injury to staff or customers, the Library Director or other designee call 911 or the non-emergency police or fire telephone numbers. If necessary, arrange evacuation of the appropriate area and contact the Facilities manager at 598-5764. The Library Director, if away from the facility at the time of the incident, should be notified as soon as safely possible.
- For minor repairs or inadequate cleaning services, call the Maintenance contact at 598- 5781. When appropriate, staff will create signs to protect staff and patrons in areas waiting for repair.

Telephone Maintenance

Call the county's telephone contact at 598- 1216.

Security System – call the facilities manager.

Section 10.2

SAFETY

POLICY

The Powhatan County Public Library makes every effort to maintain a safe environment for patrons and staff. All employees are responsible for carrying out these duties safely and responsibly. This means immediately reporting potential and actual safety problems to the Library Director.

PROCEDURES

Unsafe physical building and equipment

- If the library building is unsafe, call 911 and evacuate patrons and staff. If library equipment is unsafe, secure it from staff and public contact, then inform the Library Director. If the equipment cannot be isolated to ensure safety, the Library Director or designee determines if it is appropriate to evacuate the premises.

Vandalism

- If the vandals are still present, call 911 and report the problem. If the vandals are no longer present, the Library Director reports the incident to the police, dependent upon the crimes and notifies county Maintenance services to request repairs as needed. The person who handled the problem completes an Incident Report and files it in the library's business office.

Break-ins

- When the facility has been broken into, no one should enter. Call 911 and wait for a responding officer to give instructions. Notify the Library Director as soon as possible. Submit a complete Incident Report to the library's business office.

Problem patrons

- See Policy and Procedure 3.2 for guidelines to acceptable patron behavior. Patron and staff safety is paramount. If a violent person comes into the building, staff should IMMEDIATELY and quietly call 911 and try to discreetly alert patrons and other staff to leave the premises as quickly as possible. Provide as much information as possible to authorities. Complete an Incident Report to the Library's business office, citing the police report number, and assess the possibilities of adding measures to deter future such incidents. If appropriate, arrange for staff counseling.

Unattended children

- See the PCPL policy on Unattended Children, Policy 3.2

Pets

- Sanitation concerns limit pets in PCPL to guide/assistance animals used by patrons or staff with disabilities and animals participating in a library sponsored program. Any staff member can enforce this policy with a gentle reminder to the patron, followed by a report to the Library Director if the person does not comply.

Section 10.3

SECURITY

POLICY

Powhatan County Public Library building and services are provided in a secure environment. The Library building follows standards of operation that help assure staff and patron security.

PROCEDURES

Keys

- Staff, custodial and maintenance personnel are eligible to have building keys. The Library Director is responsible for appropriate staff receiving keys and for retrieving them when the employee no longer works at the facility.

Opening and Closing

- Library staff opens the building to the public at the appropriate time
- Staff use blinking lights and/or verbal notification to alert patrons of impending closing.
- Before leaving the building at closing, all staff participate in checking that all patrons have exited, interior and exterior doors are secure and computers are logged off
- The kitchen and rest rooms are checked for running water and appliances that might be turned on
- The circulation register is secured and the lights turned off
- Immediately prior to exiting, staff engages security alarm and locks exit door. Any problems with the alarm, call facilities manager and the director.
- On holidays, telephones need to be set by a designated employee to the closed message. When closing occurs after dark, staff exit together to ensure safety

Security System

- Staff, custodial and maintenance personnel have security system access codes. False security alarms during **open hours** are handled by the

Library Director, who will disarm the alarm and contact the Richmond Alarm. In the event of an after-hours alarm, Richmond Alarm contacts the designated representative to meet the police at the building.

Section 10.4

EMERGENCIES AND DISASTERS

POLICY

The PCPL Library Director handles emergencies. When the Library Director is not present, the senior staff member is in charge. The library will follow the Standing Operating Procedures for the county.

PROCEDURES

PARKING LOT

If a vehicular accident occurs in the library parking lot, report it to Powhatan Sheriff's Department 598-5656 ONLY if: 1) injuries have occurred, 2) alcohol is involved, 3) drivers are not willing to exchange names in a peaceful way and police assistance is required. Powhatan Sheriff's Department will respond if staff believes their presence is needed. The Library Director determines the necessity of completing an Incident Report. If an act of physical violence occurs in the library parking lot, call 911, alert patrons and staff to stay in the building. Staff should follow up with a complete Incident Report.

MEDICAL EMERGENCIES

When staff or patrons experience a medical emergency that requires immediate care, call 911 Offer use of the building's first aid kit for minor injury and encourage trained staff to conduct CPR or other measures as needed. There is a defibrillator machine available in the atrium. Additionally for staff, complete a Workers' Compensation form; for all medical emergency events, submit an Incident Report form to the Library's business office.

POWER AND WATER SHUT OFF

If safety requires turning off electrical or water service to the facility, call Facilities (598-5764) who will alert appropriate county staff to respond to the emergency.

Power failure – If the outage lasts longer than 15 minutes, notify Maintenance. Close the library if the power goes out after dark and consult the director or staff person in charge during the day to determine if the library should close.

FIRE

Call 911, use a pull alarm (located behind the circulation desk) and begin evacuation of the building through the nearest exits. Fire extinguishers are located near the staff entrance and the meeting room corridor. Flashlights are located under the circulation desk. If the fire is small and contained, staff may attempt to use the nearest fire extinguisher, but shall not risk their own safety.

WEATHER EMERGENCIES

Staff should not leave the building unless the building is unsafe as instructed by emergency personnel. If it is safe to do so, electronic equipment should be logged off and powered down. Staff directs patrons to the safest area of the building, usually the interior rooms (Men's Bathroom/Activity Room Closet). Patrons should be encouraged to remain for their safety.

EARTHQUAKE, BOMB, TORNADO, ETC.

Call 911, and if the situation warrants it, proceed with evacuation of the building.

LIBRARY EMPLOYEES' CODE OF ETHICS

Powhatan County Public Library encourages employees to strive for the highest level of ethical conduct, and to that end employees will:

1. Provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance.
2. Resist all efforts by groups or individuals to censor library materials.
3. Protect each patron's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.
4. Make a good faith effort to recognize and respect intellectual property rights.
5. Adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions, treating co-workers and other colleagues with respect and fairness, and fostering workplace conditions that safeguard the rights and welfare of all employees.
6. Distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
7. Avoid situations in which personal interests might be served or financial benefits gained at the expense of the library patrons, colleagues, or Powhatan County Public Library.

(Adapted from the A.L.A. Statement on Professional Ethics, 1981)

STAFF DEVELOPMENT AND TRAINING

POLICY

The Powhatan County Public Library provides staff development and training opportunities for employees. The Library Director is responsible for developing both on-the-job and off-the-job training programs as needed to provide high quality service to the public. Emphasis for use of training resources and opportunities is on training new employees.

The Library Director periodically evaluates the knowledge, skills and abilities of each employee as those relate to the individual's duties and responsibilities. The purpose of this review is to suggest informal and/or formal training programs that will improve performance or prepare the employee for career opportunities.

The Library Director can permit or require an employee or group of employees to attend training courses when such training is in the best interest of the Library. Employees can request to attend development and training opportunities.

PROCEDURES

POWHATAN COUNTY TRAINING

The County offers career-related services to employees on an infrequent basis. Employees and supervisors can contact the County Human Resources to inquire about resources and materials.

LIBRARY PROVIDED TRAINING

Training programs provided by Library management may be held on-site at the library for specific groups of library staff.

RECRUITMENT, HIRING AND PROMOTION

POLICY

The Powhatan County Public Library seeks applicants with the best qualifications for each position vacancy without regard for sex, race, color, religion, national origin, age, disability, or other non-merit or non-job-related factors. The Library does not discriminate in its recruitment, hiring and promotion practices.

PROCEDURES

Positions should be filled as expeditiously as possible, out of consideration for the staff members who must fill gaps in service. The county employee handbook and policies are the guiding sources for all personnel actions.

1. Library Director contacts the Board of Trustees and the county immediately upon notice of any open positions.
2. Applications are received by the Library Director at the PCPL. The final decision for the candidate selected for employment is made by the director.
3. The Library Director may elect to promote internally based on previous staff performance reviews.
4. Positions that are recommended for major changes in duties or responsibilities, or have budgetary ramifications may require Board review.
5. All applications require a resume and/or county application.
6. All recruitment flyers for positions should be prominently displayed for the staff and the public.
7. Confidentiality of applicants should be assured at all steps of the process.
8. The Library Director will review the applications and resumes and elect to interview those candidates whose skills and professional background most closely complement the open position.
9. After completion of interviews, reference and background checks, and extension of offer, the other applicants will be notified by mail or telephone, advising them an offer has been accepted.

10. Immediately, all copies of applications, along with comments and notations regarding second or third choices during the interviews, should be collected and returned to the Library Director.
11. The Library Director may abandon a recruitment effort if in his/her judgment such action is deemed.

PROMOTIONS

Current employees seek promotions and are hired through the normal process for filling vacant positions. Promotions are not effective until approved by the Library Director and must become effective at the beginning of a pay period unless otherwise approved.

SEASONAL HIRING

The Library may employ individuals as temporary or hourly employees who are hired for seasonal positions. Once employed, they may remain on the payroll until such time as the seasonal assignment is concluded or the library no longer desires their services.

Seasonal employees have no right to or expectation of continued employment. The Library may terminate the employee during or at the end of the original appointment or any subsequent appointment if the library no longer desires the services of the employee, the employee's performance is unacceptable, or the employee no longer desires seasonal employment. Thereafter, the terminated employee must submit a new application for future employment consideration with the Library.

EMERGENCY HIRING

There may be instances where circumstances and conditions necessitate the hiring of personnel outside of the normal procedure for filling vacancies. Authority to hire on an emergency basis shall be requested of the Library Board of Trustees with notification given to the county. No employment under this provision can be committed prior to the approval of the Library Board of Trustees. As in normal hiring circumstances, only the Library Director makes commitments on offering the job, beginning salary, and starting date.

EMPLOYEE PERFORMANCE EVALUATION

POLICY

The job performance of Powhatan County Public Library employees is evaluated at least annually.

PROCEDURES

At least once a year the Library Director completes an Employee Performance Evaluation form for each staff member.

Upon completion of the forms, the Library Director schedules a time with each staff member to review the evaluation jointly.

Evaluation forms require signature by the employee and the Library Director. If an employee refuses to sign, the Director should note this on the form in the area for the employee's signature. Employees may include comments on the evaluation form where indicated.

ELIGIBILITY FOR MERIT INCREASE

Employees who are evaluated as performing at the acceptable or better level during their annual evaluation are eligible for a merit increase.

FINAL AUTHORITY

The final authority with respect to performance appraisal and merit increases shall rest with the Library Director. No performance appraisal shall be final unless and until the Library Director approves said appraisal in writing.

NEW EMPLOYEE ORIENTATION

POLICY

The Powhatan County Public Library provides new employees with an orientation during the first 30 days of employment. Orientation is provided by the Library Director or his/her designee. The goal of this training is to introduce the new employee to the organization, benefits, rights, privileges, responsibilities, expectations and other matters related to their employment.

PROCEDURES

Persons providing the Library's new employee orientation cover:

- Library Policies and Procedures manual and the County Employee handbook. Position description and job duties
- Discuss Employee Performance Evaluation
- E-mail account
- Employee benefit information if applicable to the position
- Restrooms
- Staff lounge
- Pay timesheet/leave request forms
- Reimbursement for out-of-pocket expenses
- Travel reimbursement/request procedure
- Mileage reimbursement

EXCESSIVE ABSENTEEISM

POLICY

Excessive absenteeism is a hardship on the library and on other members of the library staff. The library routinely provides a good deal of leeway to cover the normal contingencies of everyday living.

The following shall constitute excessive absenteeism:

1. Documented, chronic lateness which may include either frequency or length of lateness
2. Frequently remaining on the clock when illness or other factors make it impossible to perform expected duties.
3. Too frequent requests for time off on days for which the staff member was specifically hired.

Continued documented excessive absenteeism will result in disciplinary action up to and including dismissal.

PROCEDURES

Staff are to notify the Library Director if they observe the manifestation of the above conditions in an employee.

The Library Director will monitor the time sheet and schedule of the employee in question to determine whether there are grounds for further action. Observations will be documented.

If the actions of the employee in question positively indicate excessive absenteeism, the Library Director will follow the guidelines for Disciplinary Actions (11.7).

DISCIPLINARY ACTIONS

See County Employee Handbook