

Operational Policy

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Brownsburg Public Library
Brownsburg, IN 46112

**OPERATIONAL POLICY
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Mission and Vision Statement

Providing a friendly, open destination for the community that encourages imagination, discovery and personal growth. (Approved at the February 28, 2011 Library Board Meeting)

Vision Statement: To continue building on a rich heritage so that the community will experience the breadth of the Library's collection which is available through contemporary service models and technologies. (Approved at the February 28, 2011 Library Board Meeting)

Funding Statement

The Brownsburg Public Library is primarily funded by tax monies from Brown and Lincoln Townships of Hendricks County in the State of Indiana. A property tax is specifically levied on real estate land and improvements within the Library district. The county adjusted gross income tax (CAGIT) also provides additional funding. The Library also receives grants and gifts from various governmental sources, corporations and individuals from time to time.

As stewards of these public and private funds, the Trustees, Director and Staff must maintain clear and accessible accounting of all financial matters, meet or exceed all state financial and audit requirements, and utilize prudent judgment in allocating these limited resources for the efficient and effective execution of the mission statement and the operation of the physical facility.

Bonds were issued for the expansion and renovation of the Brownsburg Public Library on October 1, 1998 by the Leasing Corporation of the Brownsburg Public Library. The 1998 Bonds were refinanced in 2010 and will mature on January 15, 2020. At that time the ownership of the building will transfer to the Brownsburg Public Library Municipality.

PHILOSOPHY

Adopted – 01/84; Revised – 06/96, 01/01, 08/02, 02/04, 03/08

Brownsburg Public Library encourages the residents of its community to use their library. The philosophy of the library is to supply the community it serves with the materials and services for recreation, special projects, and research.

The collection is diverse, as is the community. The library promotes the extension of its services to local organizations, churches, and schools.

The Library Board has adopted as its policy these aspects of the “Library Bill of Rights.”

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

- A. Books and other library resources should be provided for the interest, information and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- B. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be prescribed or removed because of partisan or doctrinal disapproval.
- C. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- D. A person’s rights to use a library should not be denied or abridged because of origin, age, background, or views.
- E. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Taken from ALA “Library Bill of Rights” adopted June 18, 1948. Amended February 2, 1961, and January 23, 1980, inclusion of “age” reaffirmed January 23, 1996, by the ALA Council.

FREEDOM TO READ STATEMENT

Adopted – 06/90; Revised – 01/01, 04/06

The Library Board has adopted as its policy the “Freedom to Read Statement.”

- A. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.
- B. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic view as standard for determining what should be published or circulated.
- C. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.
- D. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expressions.
- E. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
- F. It is the responsibility of publishers and librarians, as guardians of the people’s freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
- G. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a “bad” book is a good one; the answer to a “bad” idea is a good one.

* Taken from ALA “Freedom to Read Statement” adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

SELECTION POLICY

Adopted – 01/84; Revised – 04/89, 06/89, 10/93, 06/96, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 07/11

A. Purpose of Policy

1. To guide the librarian in the selection of materials.
2. To inform the public about the principles upon which selections are made.

B. Definition of Selection

Selection refers to the decision that must be made either to add materials to the collection or to retain materials already in the collection.

C. Goals of Selection

1. To maintain a well-balanced and broad collection of materials for information, reference, research and entertainment.
2. To support the democratic process by providing materials for the education and enlightenment of the community.

D. Responsibility for Selection

The ultimate responsibility for selection rests with the Director of the Library who operates within the framework of policies determined by the Library Board of Trustees. The general public and staff members are encouraged to recommend materials for consideration.

E. General Principles

1. Selection is based on the merits of a work in relation to the needs, interests and demands of the Brownsburg Public Library community. Basic to this is the Bill of Rights as adopted by the American Library Association. The Library does not promote particular beliefs or views nor is the selection of any given item equivalent to endorsement of the viewpoint expressed therein.
2. Responsibility for viewing, listening and reading by children rests with their parents/guardians. Selection should not be inhibited by the possibility that materials may come into the possession of children.
3. Materials of a controversial nature should not be automatically rejected.
4. Based on the services it is expected to perform, it is the responsibility of the Library to provide access to circulating, reference, and research material for the general public.

F. Specific Principles for Selection

1. Contemporary significance or permanent value.
2. Relation of work to existing collection.
3. Price, format and availability.
4. Scarcity of information in subject area.
5. Requests and suggestions of patrons.

6. Recommendation in professional review sources.
7. The Library reserves the right to make movie and music selections based on industry standards and the above criteria. Ex. Motion Picture Association of America (MPAA) rating system and the Recording Industry Association of America (RIAA).

G. Tools Used in Selection

1. Professional library and trade journals that provide reviews.
2. Direct Mail Solicitations
3. Catalogues
4. Professional bibliographies
5. Databases
6. Review of area library collection

H. Complaints about Library materials are addressed through a “Patron’s Request for Material Review” form (Appendix E). Completed forms and questioned materials will be presented to the Library Director for review and response.

I. A Collection Development Policy that includes selection, maintenance and weeding of all areas of the library will be reviewed annually by the Director and approved by the Library Board at the June regular meeting.

CONFIDENTIALITY & PUBLIC RECORDS

Adopted – 09/98; Revised – 01/01, 01/02, 02/04, 03/05, 04/06, 03/09

- A. Any person may inspect and copy the public records of the Library in accordance with IC 5-14-3 between 9:00 a.m. and 5:00 p.m. Monday through Friday. The request must be submitted on a Public Records Request Form (Appendix A) located at the Circulation Desk. The Library Director will respond to the request within 24 hours if the request is made in person and seven (7) days if the request is made by mail or facsimile.
- B. The following public records are excepted from public disclosures, unless access to the records is specifically required by state or federal statute or is ordered by a court. The Director will be the only one allowed to disclose any excepted public records with the appropriate documents:
 1. Personnel files of Library employees and files of applicants for public employment, except for:
 - a. the name, compensation, job title, business address, business telephone number, job description, education and training background, previous work experience, or dates of first and last employment of present or former officers or employees of the Library;
 - b. information relating to the status of any formal charges against the employee; and
 - c. the factual basis for a disciplinary action in which final action has been taken and that resulted in the employee being suspended, demoted or discharged.

However, all personnel file information shall be made available to the affected employee or the employee's representative. This subdivision does not apply to disclosure of personnel information generally on all employees or for groups of employees without the request being particularized by employee name. [IC 5-14-3-4(b)(8)]

2. Administrative or technical information that would jeopardize a record keeping or security system. [IC 5-14-3-4(b)(10)]
3. Computer programs, computer codes, computer filing systems, and other software that are owned by the public agency or entrusted to it and portions of electronic maps entrusted to a public agency by a utility. [IC 5-14-3-4(b)(11)]
4. Records specifically prepared for discussion or developed during discussion in an executive session under IC 5-14-1.5-6.1. However, this subdivision does not apply to that information required to be available for inspection and copying under subdivision (8). [IC 5-14-3-4(b)(12)]
5. The identity of a donor of a gift made to a public agency if:
 - a. the donor requires nondisclosure of the donor's identity as a condition of making the gift; or

- b. after the gift is made, the donor or a member of the donor's family requests nondisclosure. [IC 5-14-3-4(b)(15)]
6. Library or archival records:
- a. which can be used to identify any library patron; or
 - b. deposited with or acquired by a library upon a condition that the records be disclosed only:
 - i. to qualified researchers;
 - ii. after the passing of a period of years that is specified in the documents under which the deposit or acquisition is made; or
 - iii. after the death of persons specified at the time of the acquisition or deposit

However, nothing in this subdivision shall limit or affect contracts entered into by the Indiana state library pursuant to IC 4-1-6-8. [IC 5-14-3-4(b)(16)]

- 7. A record or a part of a record, the public disclosure of which would have a reasonable likelihood of threatening public safety by exposing a vulnerability to terrorist attack. [IC 5-14-3-4(b)(19)]

C. Names and addresses of employees may not be disclosed by the public agency to commercial entities for commercial purposes and may not be used by commercial entities for commercial purposes. [IC 5-14-3-3(f)]

D. Compliance of Applicable Laws and Library Policy

- 1. To the extent permitted by law, the library will do its utmost to uphold the privacy and confidentiality of patrons' free access to information. The library will rely on existing laws and library policies to control behavior that involves public safety or criminal behavior.
- 2. Access denied to patron information may include but not limited to:
 - Database search records
 - Circulation records
 - Computer use records
 - Interlibrary loan records
 - Reference Interviews
 - E-mail
 - Any other records or information of any kind maintained by the library about a patron.
- 3. The Director and Library Board of Trustees will comply with law enforcement when supplied with a legal subpoena or warrant.

REGISTRATION

Adopted – 01/84; Revised – 04/85, 02/87, 08/88, 04/89, 05/91, 04/92, 04/93, 06/93, 06/96, 03/97, 09/98, 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 03/10, 07/11

- A. Library cards are free to residents and real property taxpayers of the Library taxing districts of Brownsburg, Brown and Lincoln Townships.
- B. The Library Registration Application (Appendix B) may be completed in person at the Library or online. Proof of residency, such as driver’s license, utility bill or checkbook, with name and current street address must be presented at the Circulation Desk to obtain a Library card. Property owners in the above Library districts, who reside elsewhere, must provide proof of local ownership.
- C. All cardholders must present their library card and proof of residency, such as driver’s license, utility bill or checkbook, with name and street address or proof of local ownership to extend the length of service. Service will be denied after one (1) notification if card is not updated. Library cards will be updated according to the following schedule:

Residents	Every four years
Unserved Residents	Annually, semi-annually or quarterly
Teacher	Annually
Tutors and students	Annually
PLAC	Annually
Reciprocal Borrower	Annually

- D. An Unserved Resident Library card may be purchased by those living in an untaxed Library district by paying the established fee which is set and reviewed by the Library Board annually. This fee is non-refundable and may be paid annually, semi-annually or quarterly. Individual Library cards are issued to all persons residing at the address for one fee.
- E. Teachers serving in Brown or Lincoln Township public, private or parochial schools are eligible for a library card. The library card is subject to annual renewal.
- F. Library sponsored tutors and registered literacy students in any Adult Basic Education (ABE) program offered in Brown or Lincoln Township who do not reside in Brown or Lincoln Township, may be issued a library card subject to annual renewal. If either the tutor or student becomes inactive, privileges will be terminated.

- G. Children of any age may be issued a library card. A parent or guardian must be present when issuing a library card to children under 18. A parent or guardian may elect to restrict borrowing privileges from entertainment videocassettes and DVDs, and the Internet.
- H. All cardholders and parent/guardian of minor cardholders assume full responsibility for materials borrowed.
- I. The Library card is the responsibility of the individual (or parent for children under 18). A lost card should be reported to the Library immediately. The card may need to be replaced and a fee may be assessed.
- J. The Library card, identification, such as a driver's license or school ID, or confirmation of registration information on file that can substantiate a Library card should be presented to borrow materials. Patrons are responsible for the prompt return of loaned materials and the payment of outstanding fines. Library cardholders owing over \$10.00 in fines and/or fees after one (1) notification will be required to pay a portion of the fines and/or fees before receiving borrowing privileges and/or computer access. Failure to comply with this policy may result in denial of Library borrowing privileges and/or computer access.
- K. Public Library Access Card (PLAC) cardholders have full privileges. INDIANA CODE 4-23-7.1-5.1. However, interlibrary loan service must be requested through the patron's home Library. Presentation of PLAC, completed application and identification with name and current street address must be presented at the Circulation desk to obtain a library card. [IC 4-23-7.1-5.1]
- L. Reciprocal Borrowers may receive a Brownsburg Public Library card according to the agreement(s) made by and with the Brownsburg Public Library Board of Trustees. Interlibrary loan service must be requested through the patron's home Library. A completed application and proof of residency, such as driver's license, utility bill or checkbook, with name and current street address must be presented at the Circulation Desk.
- M. In order for non-cardholders to use the computers in the Library including their personal computer the non-cardholder must present identification with name and current street address. A library card will not be given, but their identification number will be used for barcode purposes. Computer access is in effect for one (1) year from the date of registration. A parent/guardian must be present or available to give consent for anyone under 18 before access to a computer is given. Identification with name and current street address is required to extend computer access for another year.

LOAN PERIODS AND RENEWALS

Adopted – 01/84; Revised – 04/85, 02/87, 08/88, 04/89, 07/90, 04/93, 06/93, 06/96, 03/97, 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/10, 07/11, 12/11

LOAN PERIODS

- A. Reference materials, newspapers and the most current issues of periodicals do not circulate, except with special permission by the Public Services staff member.
- B. Most materials are loaned for 21 days.
- C. The “Quick Shelf” materials are loaned for seven (7) days.
- D. Periodicals, excluding the most current issues, are loaned for seven (7) days.
- E. All videocassettes and DVDs circulate for seven (7) days.
- F. Circulating equipment may be checked out for a maximum of 21 days.
- G. Downloadable books may be checked out for a maximum of 21 days.
- H. Library owned laptops may be checked out for in-house use only and will shut down automatically 30 minutes prior to closing.
- I. No items are due on Sunday.

RENEWALS

- A. Most materials may be renewed eight (8) times.
- B. Materials with reserves, interlibrary loans and “Quick Shelf” materials may not be renewed.
- C. Extended loan periods may be granted at time of check out, except for materials with reserves and interlibrary loans. Denial may be based on demand such as a holiday or single subject collection availability.
- D. Equipment may be renewed only once.

FEES, FINES AND REFUNDS

Adopted – 06/84; Revised – 02/86, 02/87, 04/88, 11/88, 04/89, 06/90, 04/92, 04/93, 06/93, 04/94, 06/96, 03/97, 09/98, 03/00, 09/01, 01/02, 08/02, 02/04, 03/05, 04/06, 07/06, 03/07, 07/07, 03/08, 03/09, 03/10, 07/11, 12/11

FEES

- A. An Unserved Resident library card fee is set and reviewed by the Library Board annually. This fee is non-refundable and may be paid annually, semi-annually or quarterly.
- B. Fees for Meeting Room and Computer Training Lab are required to confirm the reservation. Fees will be charged to for-profit individuals or other for-profit commercial entities. A non-refundable \$50.00 per room per day fee will be charged for the meeting room and for the Computer Training Lab. The non-refundable fee must be paid within one (1) week of the request; otherwise the reservation will be cancelled. If Meeting Rooms A and B are reserved for the same event, the fee will be a non-refundable \$100.00 per day. No room usage fee will be assessed for any other entity or individual.

Additional fees:

- 1. A minimum fee of \$20.00 will be charged to the cardholder reserving the room if the room requires maintenance at the conclusion of the meeting.
 - 2. A fee of \$20.00 an hour will be charged for use of the Computer Training Lab room outside library hours.
 - 3. If the key is lost, a \$10.00 fee will be assessed to the cardholder who checked out the key.
- C. The following lost or non-repairable item fees will not be waived.
- 1. The fee for an item is the replacement cost of the item plus a \$5.00 processing fee, exceptions as follows.
 - 2. The fee for an Interlibrary Loan item is the cost of the item determined by the lending library plus a \$10.00 processing fee.
 - 3. The fee for a magazine is the cost of the issue.
 - 4. The fee for a single unit from an encyclopedia or other similar set is \$30.00.
 - 5. The Director will determine the fee for the Ellison Machine dies, equipment and computers based on the replacement cost.
 - 6. The fee for a miscellaneous paperback or miscellaneous periodical is \$0.00.
 - 7. The fee for a lost Meeting Room or Creative Media Lab key is \$10.00.
- D. The replacement fee for a Library card is \$1.00.

- E. Damage fees are assessed for returned items that are repairable. The fees are non-refundable and will not be waived. The fees are as follows:
1. A \$3.00 damage fee will be assessed on most materials.
 2. A \$2.00 fee will be assessed for AV cases not returned.
 3. A \$6.00 fee will be assessed for each damaged or missing Book CD or Book Cassette.
 4. If a single unit item from an encyclopedia or other similar set is damaged, a \$5.00 fee will be assessed.
 5. The Director will determine the fee for equipment and computers based on an estimated cost of repair.
 6. The fee for a damaged magazine is \$1.00.
 7. The fee for a miscellaneous paperback or miscellaneous periodical is \$0.00.
- F. Fax fees are \$0.50 per page with a \$3.00 maximum fee for faxes sent in the US and Canada and received from the US, Canada and International. For International faxes sent the fee is \$5.00 per page with a \$20.00 maximum fee. International calls are determined if a country code is necessary to make the call. There is no charge for a fax cover sheet when sending or receiving.
- G. The fee for use of the Ellison Machine is \$3.00 per day. Patrons must bring their own supplies.
- H. Any printout from a computer is 10¢ per black and white printed page (20¢ for a double sided black and white print) and 25¢ per color printed page (50¢ for a double sided color print).
- I. The photocopy fee for circulating materials or personal items is 10¢ per black and white copied page (20¢ for a double sided black and white copy) and 25¢ per color copied page (50¢ for a double sided color copy). Non-circulating materials may be photocopied at no charge.
- J. Computer accessory supplies, such as flash drives and headphones, will be available for purchase. Quantity and availability of supplies are not guaranteed. The price for computer supplies will be set and approved by the Library Director.
- K. Any associated borrowing fees for interlibrary loan requests will be paid by the patron. The fees will be charged to their library card and paid upon checkout.
- L. A collection fee of \$10.00 will be assessed for each time an account is sent to the collection agency. This fee is non-refundable and will not be waived.

FINES

- A. The fine for most materials is 10¢ per day per item.

- B. The fine for audiocassettes, compact discs, playaways, videocassettes, DVDs, VReaders, ELS Passports, resource kits, reference materials, and equipment is 25¢ per day per item. There is no fine for the Read 'n Write equipment.
- C. There is no fine for a miscellaneous paperback or miscellaneous periodical.
- D. The maximum fine for any returned materials will not exceed the cost of the item or \$5.00, whichever is less.
- E. There are no fines assessed on Sundays, emergency closings or scheduled closed days.
- F. One (1) grace day will be given for all materials returned before next day at closing. Fines will accrue from the due date.

REFUNDS

- A. Refunds will not be given for fines or fees, except as noted below.
- B. Refunds will be given for items lost, paid for, and later found. The \$5.00 processing fee and the \$10.00 collection fee, if applicable, will not be refunded.
- C. Refunds will be given for faulty Entertainment videocassettes or DVDs in the Adult collection.

RELATED ITEMS

- A. Unreturned items will receive an overdue notice. Failure to return an item may result in the loss of borrowing privileges.
- B. Items overdue 60 days will be considered long overdue and irretrievable. The bill will be sent by mail notifying the patron of the replacement cost and the \$5.00 processing fee that has been charged to their library card. If the item is returned, the replacement cost will be waived and the \$5.00 processing fee will be collected in lieu of overdue fines. The \$10.00 collection fee, if applicable, will not be waived and is non-refundable.
- C. Library accounts that owe \$25.00 or more and are not resolved in 30 days will be sent to the collection agency. A collection fee of \$10.00 will be assessed for each time an account is sent to the collection agency. This fee is non-refundable and will not be waived.
- D. Failure to return or pay for articles borrowed from the Library will be handled as provided in the INDIANA CODE. (35-43-4-3.5)

- E. Mastercard, VISA, Discover and debit cards are accepted for Brownsburg Public Library fines and/or fees (Resolution #2004-03; 7/19/04; Amended April 2006; March 2007, March 2009)
- F. After January 1st of each year patron records with an expiration date 1 year or older from December 31 of the previous year will be purged, if there are no fines, fees and/or items outstanding. A patron will remain in the system if they owe money and/or have items outstanding. A patron will also remain in the system for the duration of the credit reporting. Example: January 2005 – purge patron records with expiration date of December 31, 2003 or older
- G. In December of each year, accrued fines less than \$25.00 charged two (2) years prior or older will be waived. This action is only applied to those patron records that will be purged in Item F above and excludes collection accounts. Example: December 2004 – waived fines from 2002 or older for patrons with an expiration date of December 31, 2003 or older.
- H. The Library cannot be held responsible for any damage incurred to personal equipment/materials while using Library equipment/materials. If Library equipment/materials is damaged while on loan to a patron, the equipment/materials will be returned to the Library for repair.
- I. The Library requests that patrons not purchase, on their own, a replacement copy for a lost or damaged item.

DROP BOX

Adopted – 07/84; Revised – 04/85, 04/89, 06/96, 01/01, 08/02, 03/05, 03/07, 03/09, 07/11, 12/11

- A. All materials deposited in the outside drop box a half hour before closing will be processed the next business day and will be assessed any applicable fines.
- B. Most Library materials may be returned using the Drop Boxes **except** AV equipment. Materials that are identified as exceptions and returned through a Drop Box may be assessed a damage fee.

DONATIONS AND GIFTS

Adopted – 01/84; Revised – 08/88, 10/89, 06/96, 01/01, 08/02, 02/04, 04/06, 03/07, 03/09

- A. The Library Director will keep a list of special material needs so that local organizations or individuals wishing to make donations will have a list from which to choose, if they so desire.
- B. Donations of used books and materials are accepted. Donations may be added to the collection when they meet the selection policy. Duplications and outdated material may be sold or disposed of at the Library staff's discretion. Proceeds from the sale of donations go to the Friends of the Library. **Donors may not request items be returned if the items are not added to the collection.**
- C. Donation Confirmation Form (Appendix C) will be issued at the request of the donor. Staff will not provide an estimate of the value of the donations.
- D. Memorial donations or gifts will be accepted with the following conditions:
 - 1. Upon receipt of the gift, an acknowledgment will be sent to the donor or a representative of a group and to the family of the deceased.
 - 2. The Library reserves the right to assist in the selection of items purchased with memorial funds.
 - 3. A book plate will be placed in each book purchased with memorial funds.
 - 4. Memorial donation forms (Appendix F) will be available at the Circulation Desk.
- E. Memorial funds will be deposited in the restricted gift fund. Donations and gifts will be deposited in the unrestricted gift fund.
- F. A list of memorial materials is available upon request from the Library Director.

PHOTOCOPYING

Adopted – 01/84; Revised – 04/85, 06/96, 01/01, 08/02, 03/05, 07/06, 07/07

A. Copyright Notice

WARNING CONCERNING COPYRIGHT RESTRICTIONS

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

Under certain conditions specified in the law, Libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be “used for any purpose other than private study, scholarship, or research.” If a user makes a request for, or later uses a photocopy or reproduction for purposes in excess of “fair use,” that user may be liable for copyright infringement.

The Library reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

- B. The photocopy fee for circulating materials or personal items is 10¢ per black and white copied page (20¢ for a double sided black and white copy) and 25¢ per color copied page (50¢ for a double sided color copy). Non-circulating materials may be photocopied at no charge.
- C. The Library assumes no liability for improper patron use of copyrighted materials.

OFFICE EQUIPMENT

Adopted – 07/84; Revised – 04/85, 02/86, 04/89, 10/91, 06/93, 06/96, 03/97, 09/98, 03/00, 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 03/10, 07/11

- A. Patrons may use the Library fax machine as a sending and receiving station for messages during normal Library hours.
 - 1. Users will be charged \$0.50 per page with a \$3.00 maximum fee for faxes sent in the US and Canada and received from the US, Canada and International. For International faxes sent the fee is \$5.00 per page with a \$20.00 maximum fee. International calls are determined if a country code is necessary to make the call. There is no charge for a fax cover sheet when sending or receiving.
 - 2. Fax users are responsible for calling the Library to verify whether expected faxes have been received. Library staff members are not responsible for notifying fax users of incoming messages.
 - 3. All Fax messages will be kept confidential. However, a staff member may be required to read some of the material in order to determine the recipient of the fax.
 - 4. The fee for all requested interlibrary material faxes is 10¢ per page.

- B. The Ellison machine is available for use in public areas only.
 - 1. The fee for use is \$3.00 per day. Patrons are responsible for replacement cost of any damaged Ellison dies.
 - 2. Patrons must bring their own supplies and are responsible for cleanup of areas and equipment used.
 - 3. A list of dies will be available for patrons to reserve prior to usage.
 - 4. A form listing date and dies needed must be filled out. A same day request will be filled at the discretion of the staff.

- C. The following equipment is not available for public use.
 - 1. Duplicator
 - 2. Laminator
 - 3. Docubind
 - 4. Digital Camera
 - 5. Postermaker
 - 6. Paper Shredder
 - 7. Other equipment, as acquired

- D. Equipment available for public use:
 - 1. Slide Projector
 - 2. Overhead Projector
 - 3. Video Cassette Recorder
 - 4. Tape Recorders
 - 5. Screens
 - 6. Read 'n Write

7. Closed Caption Machine
 8. Film Strip Projector
 9. Portable PA
 10. Scanner (in-house use only)
 11. DVD Players
 12. Microfilm machine (in-house use only)
 13. Safety Paper Cutter (in-house use only)
 14. Other equipment, as acquired
- E. The typewriter is available free of charge on a first-come, first-served basis.
- F. Library staff and/or supplies are not available for the repair of patrons' personal book/materials.

COMPUTER USE

Adopted – 03/00; Revised – 01/01, 01/02, 08/02, 02/04, 03/05, 04/06, 07/06, 03/07, 07/07, 03/08, 03/09, 03/10, 07/11, 12/11

GENERAL POLICIES

- A. Computers for this policy are defined as desktops, laptops and Apple computers that are the property of the Brownsburg Public Library.
- B. Patrons should have working knowledge of the computer program they wish to use. The Library staff is not responsible for teaching patrons how to use the programs.
- C. The patron must have a library card in good standing (Registration – J) or registered for computer access as a non-cardholder to use the Library computers or wireless access on a patron’s personal device. Patrons under the age of 18 must have permission to use the Internet by a parent or guardian.
- D. Library staff will assist in installing any personal testing and educational software, but the library staff will not turn off any computer security to accommodate the install. Downloading and installing programs or files from the Internet is highly discouraged. Projects, documents or any personal files may not be stored on the computers. A portable storage device, such as a flash drive or external hard drive, is recommended to keep files. Any personal files found on a computer will be deleted.
- E. Any printout from a computer is 10¢ per black and white printed page (20¢ for a double sided black and white print) and 25¢ per color printed page (50¢ for a double sided color print). Payment is due prior to printing at any service desk.
- F. Computer accessory supplies, such as flash drives and headphones, may be available for purchase. Quantity and availability of supplies are not guaranteed. The price for computer supplies will be set and approved by the Library Director.
- G. The Library assumes no liability for any loss or damage to the user’s data or for any damage or injury arising from invasion of privacy in the user’s computer account, programs, or files. The user agrees to hold the Library harmless and to be responsible for any damages, costs or expenses for inappropriate use or violations of this policy.

COMPUTER LAB, CHILDREN'S LAB & SPECIAL LOCATIONS

General room policies apply with the exceptions and/or additions as follows:

- A. Computer use may be limited to one (1) hour, if other patrons are waiting.
- B. Patrons should complete printing, downloading, saving, sending, etc. 10 minutes prior to library closing. Failure to comply with this policy may result in the loss of computer privileges. Reinstatement of service will be approved by the Director.
- C. If Adults with young child(ren) or children under the age of 13 are disruptive to other users in the Computer Lab and Special Locations, the user and young child(ren) will be required to continue their computer usage in the Children's Lab.
- D. Children's Computer Lab is restricted to children under the age of 13 and/or patrons with children under the age of 13 present in the Children's Area. If a person over the age of 13 is on a computer in the Children's Area and he/she does not have a child under the age of 13 with him/her in the Children's Area, he/she must move to the Computer Lab.

LIBRARY OWNED LAPTOPS

General room policies apply with the exceptions and/or additions as follows:

- A. Computer use may be limited to one (1) hour, if other patrons are waiting.
- B. The laptops may NOT be taken home, but must remain inside the Library. Failure to comply with this policy may result in the loss of computer privileges.
- C. Patrons must not leave the laptop unsupervised or take them into restrooms. The patron may bring the laptop to a staff member to watch while they attend to other business. If the laptop is stolen, the patron who checked it out is responsible for the replacement cost.
- D. The laptops will shut down automatically 30 minutes prior to the Library closing. Failure to return the laptop in a timely manner may result in the loss of computer privileges. Reinstatement of service will be approved by the Director.
- E. If the laptop is damaged while on loan to a patron, the damage must be reported immediately and returned to the Customer Service Desk. The Director will determine if the patron must pay the cost of the repair or the replacement cost.

CREATIVE MEDIA LAB

General room policies apply with the exceptions and/or additions as follows:

- A. The Creative Media Lab has five (5) stations and a studio. Each station is limited to three (3) people and the studio may have a maximum of ten (10) people.
- B. The Creative Media Lab is restricted to adults, High School students, or Middle School students with a parent/guardian present. Children in Elementary School or younger are not allowed in the Creative Media Lab except with permission of a library staff member.
- C. The Creative Media Lab is restricted to two (2) hours, if others are waiting, except for the Video Capture and Movie Editing Station. The Video Capture and Movie Editing Stations are restricted to a single reservation per day because of the rendering time. Reservations for the Creative Media Lab are recommended and can be made online.
- D. For access to the Creative Media Lab, a patron must check out the key on a valid library card at the Customer Service Desk. Only one (1) key per station will be available. If the key is lost, a \$10.00 fee will be assessed to the cardholder who checked out the key.
- E. The Creative Media Lab closes 30 minutes prior to the library closing. Failure to comply with this policy may result in the loss of computer privileges. Reinstatement of service will be approved by the Director.
- F. Any projects left at closing may be collected at opening the next day. If the project is not collected and a patron is waiting to use the station, a library staff member will set the project aside.

WIRELESS INTERNET ACCESS

General room policies apply with the exceptions and/or additions as follows:

- A. Wireless Internet Access is provided throughout the Library for patron's personal devices.
- B. Access is limited to one device, meaning that a smartphone and a laptop cannot be logged on using the same Library card or non-cardholder number.
- C. Access is limited to 90 minutes. Extension of time may be given and needs to be requested at a service desk.

INTERNET POLICY

Adopted – 05/96; Revised – 09/97, 06/00, 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 07/11

A. Disclaimer – The Internet is a global electronic network without government control of its users or content. The Library cannot be responsible for the reliability or quality of information found on the Internet. The Internet may contain material of a controversial nature, including sexually explicit and graphic material. Parents or guardians are responsible for their minor children's use of the Internet. The Library seeks to preserve minors' status as full members of the Internet community, while at the same time providing parents and guardians with the tools and the responsibility for guiding their Internet use. Electronic information research skills are now fundamental to the preparation of citizens and future members of the workforce. Access to the Internet enables learners to explore thousands of libraries, databases, and other resources. The time spent guiding and monitoring minors' use of the Internet is time well spent by parents and guardians.

B. Acceptable Use

1. Users must refrain from inappropriate Internet conduct. Examples of inappropriate conduct include, but are not limited to:
 - Violation of computer security system,
 - Violation of another user's privacy,
 - Violation of the Library Computer Usage Policy,
 - Use of the Internet for unlawful, indecent or malicious activities,
 - Misrepresentation of oneself or Library,
 - Use of abusive or objectionable language,
 - Engaging in harassing behavior such as sending or posting slanderous, libelous, obscene or threatening messages, and
 - Other activities that could cause congestion and disruption of networks and systems.
2. Users engaging in inappropriate Internet conduct will lose Internet privileges.
3. The Library may access files or other areas accessed by the user and the user cannot expect any privacy right to the Internet use.
4. Users must respect all copyright laws and licensing agreements pertaining to software, files or other resources obtained via the computers.
5. Users who attempt to breach and/or breach the computer or network security system will lose Internet privileges.
6. Users who disregard the Computer and/or Internet Policy will lose computer and Internet privileges.

C. Liability – The Library assumes no liability for any loss or damage to the user's data or for any damage or injury arising from invasion of privacy in the user's

computer account, programs, or files. Although the library Internet is filtered, the Library assumes no liability for Internet content and material. The user agrees to hold the Library harmless and will be responsible for any damages, costs or expenses for inappropriate use or violations of this policy.

- D. Upon violation of the acceptable use policy, Internet privileges will be terminated immediately and reinstated at the discretion of the Library Director. If the violator is a minor, a parent/guardian will be notified by certified letter from the Director.

The Director will be notified of all violations. The Computer/Internet Policy Violation Form (Appendix G) will be filled out by the library staff member and submitted to the Director. The Director will keep on file any Computer/Internet Policy Violation Form indefinitely or otherwise advised by legal counsel.

- E. The library will maintain site-blocked filtering software. The staff member at the Adult and Children's Service Desk and any Administrator has the authority to unblock a site for bona fide research.

- F. This policy will be reviewed annually by the Board of Trustees.

RESERVES/INTERLIBRARY LOAN

Adopted – 01/84; Revised – 02/87, 04/89, 06/96, 03/97, 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 03/10, 07/11

- A. Reserves may be placed for most materials. Reserve requests for materials on the shelf are pulled twice a day. Until the requested materials are pulled, they are available for check out by another patron. Reserves may not be placed on Reference materials, “Quick Shelf” materials, board books, newspapers and the most recent issues of periodicals.
- B. Patrons will be notified when materials are available. Materials will be held for five (5) days from date of notification.
- C. Reserved materials, “Quick Shelf” materials and interlibrary loan materials may not be renewed.
- D. All requests the Library is unable to fill may be sent through the Interlibrary contract. Interlibrary loan service through Brownsburg Public Library is available to Brownsburg Public Library property owners only. PLAC cardholders and Reciprocal borrowers must go to their “home” libraries for ILL service.
- E. Any associated borrowing fees for interlibrary loan requests will be paid by the patron. The fees will be charged to their library card and paid upon checkout.
- F. The fee for a lost Interlibrary Loan item is the cost of the item and any processing fees determined by the lending library plus a \$10.00 processing fee to the Brownsburg Public Library.
- G. The Brownsburg Public Library will Interlibrary Loan to other libraries within the continental United States all circulating materials.
- H. Interlibrary loan is available for book discussions. The Library will interlibrary loan a maximum of ten (10) copies. The rules and fees for interlibrary loan apply. The Library does not guarantee availability of the title or when the materials will arrive from the loaning library.

HOURS - HOLIDAYS - EMERGENCY CLOSINGS

Adopted – 07/84; Revised – 02/87, 06/91, 06/93, 06/96, 07/97, 01/01, 03/07

A. Regular Hours of the Library

Monday - Thursday	9:00 a.m. - 8:00 p.m.
Friday - Saturday	9:00 a.m. - 5:00 p.m.
Sunday	1:00 p.m. - 5:00 p.m.

B. The Library will be closed for the following holidays:

New Year's Eve Day
New Year's Day
Easter
Mother's Day
Memorial Day - the official Monday
Father's Day
July 4
Labor Day
Thanksgiving Eve - Close at 5:00 p.m.
Thanksgiving Day
Christmas Eve Day
Christmas Day
* Any Sunday adjacent to a holiday listed above.

C. Emergency Closings

The Library may be closed due to severe weather or other emergency conditions. This decision will be made by the Director with approval of any one Board Member.

D. The Library may be closed at other times upon prior approval by the Board.

E. There are no fines assessed on Sundays, emergency closings or scheduled closed days.

ROOM USE

Adopted – 10/84; Revised – 04/85, 08/88, 10/91, 04/93, 06/96, 03/97, 04/99, 01/01, 08/02, 02/04, 03/05, 04/06, 07/06, 03/07, 07/07, 03/08, 04/08, 03/09, 03/10, 07/11, 12/11

GENERAL POLICIES

- A. Meeting and Computer Training Lab rooms at the Brownsburg Public Library are available on a first come first served basis. Library sponsored programs take precedence. Reservations will be accepted in six (6) month increments. e.g. January – June, February – July, March-August, etc. Reasonable accommodation for the disabled must be provided upon request. (e.g. American Sign Language Interpreters, etc.)
- B. Religious services (the act of public worship following prescribed rules, excludes religious study groups and other similar gatherings), Fundraisers and private parties (receptions, birthdays, showers, etc.) are not permitted. Use of Brownsburg Public Library meeting rooms by any person or entity shall not be construed as an endorsement by the Brownsburg Public Library of the viewpoints expressed, the content of the meeting, or the product or service offered by such person or entity. Any written or verbal promotion of a person or entity's meeting at the library must include a written disclaimer stating, "Brownsburg Public Library is not sponsoring or endorsing the subject matter of this meeting." Violation of this requirement will void authorization for the use of the Brownsburg Public Library meeting room facility.
- C. Misrepresentation of purpose by the organization to avoid fees or to use the room for a non-permitted function will result in termination of meeting room usage for the organization.
- D. An adult cardholder (18 years or older) must reserve the meeting room. The cardholder making the reservation will be held liable for any damage done to the room.
- E. Adult supervision is required in the Meeting, Children's Program and Computer Training Lab rooms during use.
- F. Local fire ordinances dictate room capacity.
- G. Groups using the room are responsible for setup, take down and cleanup of the room. Arrangements may be made for setup, take down or cleanup of the room for a fee set by the Library Director. Failure to leave the rooms in neat and clean condition or to put tables and chairs away after meeting may result in a minimum maintenance fee of \$20.00 being charged to the cardholder reserving the room. Facilities are inadequate for preparing full meals, but carry-ins are permitted.

- Continued abuse by the individual or group will result in termination of meeting room usage at the discretion of the Library Director.
- H. All trash must be placed in an appropriate receptacle. Library Staff should be contacted for additional trash containers. Failure to do so may result in loss of meeting room privileges.
 - I. There is no baby-sitting service for children in the Library for those attending meetings.
 - J. No smoking or alcoholic beverages are permitted. No open flames, such as candles are permitted. Nothing may be hung from the ceiling or attached to the walls with anything other than tape.
 - K. Chairs and tables are available for public use within the building. Various equipment is available for use. Consult the library staff or website to determine available equipment.
 - L. The Library will not be responsible for any property left on the premises. The Library storage is not to be used by any group. Material stored by a group will be discarded.
 - M. A copy of the use policy will be available in each room.
 - N. Please notify the Library of any meeting cancellation as soon as possible so that other groups may use the room. Failure to do so may result in loss of meeting room privileges for the group. Meeting room fees are non-refundable.
 - O. The Director reserves the right to refuse the use of the meeting rooms.

MEETING ROOMS

General room policies apply with the exceptions and/or additions as follows:

- A. An adult Library card should be presented in order to receive a meeting room key. The meeting room key may be given to the library cardholder regardless of the amount of money they owe or of the number of overdue materials. Their library card must be updated prior to receiving the meeting room key. At the conclusion of the meeting, the key must be returned at the Customer Service Desk. The cardholder receiving the key may be different from the cardholder who reserves the room. If the key is lost, a \$10.00 fee will be assessed to the cardholder who checked out the key.
- B. Meeting Room access outside of Library operating hours is available to groups who provide security who shall be a law enforcement officer or an employee of a

private security company. At least 48 hours prior to the event, the group must email circulation at circulation@brownsburg.lib.in.us with the name and regular occupation of the person providing security. Meeting Room access is through the east entrance. The east entrance will be locked and must not be propped open after library hours. Restrooms are located just outside the entrances to the meeting rooms. The security individual shall secure the building at the conclusion of the meeting by making sure the building is empty including the restrooms and all doors are secured.

- C. Groups must be out promptly at closing time unless a prior arrangement has been made. The doors must be secured upon leaving and is the responsibility of the cardholder who reserves the room.
- D. For-profit individuals or other for-profit commercial entities will be charged a non-refundable \$50.00 per room per day fee and the fee is required to confirm the reservation. The non-refundable fee must be paid within one (1) week of the request; otherwise the reservation will be cancelled. If Meeting Rooms A and B are reserved for the same event, the fee will be a non-refundable \$100.00 per day. No room usage fee will be assessed for any other entity or individual.

CHILDREN PROGRAM ROOMS

General room policies apply with the exceptions and/or additions as follows:

- A. The Children Program rooms are not available for public use. An exception may be made for non profit organizations and service clubs only and at the discretion of the Public Services Administrator.
- B. There is no babysitting service for children in the Library for those attending meetings. Behavior that disturbs other patrons will not be tolerated.
- C. Groups must be out 15 minutes prior to Library closing.
Library hours are:
 - Monday – Thursday 9:00 a.m. to 8:00 p.m.
 - Friday – Saturday 9:00 a.m. to 5:00 p.m.
 - Sunday – 1:00 p.m. to 5:00 p.m.

COMPUTER TRAINING LAB ROOM

General room policies apply with the exceptions and/or additions as follows:

- A. After library hours access will be through the east entrance. Restrooms are located outside the east entrance to the Computer Training Lab.

- B. When use of Computer Training Lab is outside library hours, a fee of \$20.00 an hour will be charged. A library staff member must be present in the building during the use of the Computer Training Lab.
- C. Groups are limited to thirteen (13) people (twelve (12) students and one (1) instructor). Children under the age of seven (7) should not be in the Computer Training Lab for any reason. Children seven (7) or older are permitted in the Computer Training Lab with adult supervision.
- D. No food is allowed in the Computer Training Lab. Drinks in a secured container or with a lid are allowed.
- E. For-profit individuals or other for-profit commercial entities will be charged a non-refundable \$50.00 per day fee and the fee is required to confirm the reservation. The non-refundable fee must be paid within one (1) week of the request; otherwise the reservation will be cancelled. No room usage fee will be assessed for any other entity or individual.
- F. Microsoft Office Suite and Internet browser applications are available in the Computer Training Lab.
- G. The Internet policy will be followed while using the Computer Training Lab. Violation of policy will result in loss of room privileges.
- H. Printing is 10¢ per black and white printed page (20¢ for a double sided black and white print) and 25¢ per color printed page (50¢ for a double sided color print).
- I. The room is equipped with a LCD Projector, a SmartBoard and remote mouse. No additional tables or chairs are available nor may the tables be moved for the group's setup.
- J. The library offers limited technical support and cannot guarantee immediate resolution to hardware and/or software problems. If technical difficulties occur and the meeting must be cancelled, the library will reschedule the meeting. If the meeting cannot be rescheduled, the room fee will be refunded at the next board meeting.
- K. The library assumes no liability for any loss or damage to the user's data or for any damage or injury. The user agrees to hold the library harmless and to be responsible for any damages, costs or expenses for inappropriate use or violations of this policy.

STUDY ROOMS

Adopted – 04/99; Revised – 01/01, 02/04, 04/06, 03/07

- A. Study rooms are available during regular library hours to all Library patrons. The rooms may not be reserved, except by library staff for library use. No time limit restrictions will be applied to study room use.
- B. No food is allowed in the study rooms. Drinks in a secured container or with a lid are allowed.
- C. No fee is assessed for study room use.
- D. Privileges will be suspended if the room is misused or the occupants exhibit disruptive behavior.
- E. Library staff reserves the right to refuse the use of the study rooms.

BULLETIN BOARD, HANDOUT UNIT, EXHIBIT & WEB SITE POLICY

Adopted – 01/84; Revised – 04/93, 06/96, 01/01, 02/04, 03/05, 04/06, 07/11

- A. Library bulletin boards and handout units may be used by individuals, businesses, and community groups to promote their programs and activities. The organization must provide contact information, date of post and date of expiration (see Public Posting Request Form, Appendix I). Public use is restricted to the East Meeting Room hallway, exceptions made by the Director. Library use takes precedence over any individual or community group usage. The Director reserves the right to refuse the use. Use of the bulletin boards and handout units does not mean that the Library Board of Trustees or Library staff agree with the viewpoints or endorse the activities that are presented.
- B. Use of the bulletin boards and handout units for politically partisan, religious or sectarian purposes is not permitted. Exception is given for church activities that are open to the general public with a specified running date. Ex. Vacation Bible School.
- C. Library exhibit areas may be made available for individual and community group use at the discretion of the Director.
- D. The Brownsburg Public Library web site provides links to a number of third-party web sites for convenience and information purposes at its discretion. Links to commercial websites are included when a Web Site Agreement (Appendix K) has been completed. None of the links necessarily represent the opinion of the Brownsburg Public Library, nor does the linking imply endorsement of the content or association with the author.

SOLICITATION POLICY

Adopted – 06/96; Revised – 01/01, 03/09

Solicitation of any sort, whether personal, commercial, or non-profit, is not permitted in or on Library property. Solicitation includes but is not limited to: surveys, fundraisers, religious propagation, etc. This policy excludes Library endeavors.

NOTARY PUBLIC POLICY

Adopted – 10/90; Revised – 04/93, 06/96

Notary public service is provided at no charge. This service is subject to the availability of the notary public on staff.

TUTORING POLICY

Adopted – 04/85; Revised – 08/88, 04/92, 06/96, 01/01, 02/04, 03/07

- A. Tutoring is permitted in the Library and study rooms as long as it does not interfere with other patrons' use of the Library.

- B. Meeting rooms may be available at the discretion of the librarian in charge for the same day requested. If the request is for a future date, a non-refundable \$50.00 per room per day fee will be charged. Tutors reserving a Meeting Room are subject to compliance of the Room Use Policy.

CONDUCT ON LIBRARY PROPERTY

Adopted – 06/96; Revised – 01/01, 08/02, 02/04, 03/05, 04/06, 03/07, 03/08, 03/09, 03/10, 07/11

A. Lost and Found

1. The Library is not responsible for loss, theft or damage to patrons' personal items.
2. Items found in the Library will be turned in and stored at the Circulation Desk or Children's Services Desk. An attempt will be made to determine ownership of found items. Unclaimed items will be disposed of after 30 days.

B. Disruptive Patrons

1. Behavior that disturbs other patrons will not be tolerated on Library property.
2. The librarian in charge will give the patron a warning to remind him/her of appropriate Library behavior. If the patron continues to be disruptive, he/she may be asked to leave Library property. The Library staff reserves the right to inform the police as needed.
3. Complete an Incident Report (Appendix J) and submit to the Director.

C. No food is allowed in the Library with the exception of the meeting rooms as authorized by the Room Use Policy. Drinks in a secured container or with a lid are allowed.

D. Shirts and shoes are required. Patrons without shirts or shoes may be asked to leave the Library.

E. Use of any tobacco is prohibited in the Library building and on the Library property.

F. Pets are not allowed in the Library building except service animals that are certified.

G. Harassment of Patrons and Staff

1. The Library will not tolerate any forms of harassment.
Harassment is defined as "conduct directed toward a victim that includes but is not limited to repeated or continuing impermissible contact that would cause a reasonable person to suffer emotional distress and that actually causes the victim to suffer emotional distress. Harassment does not include statutorily or constitutionally protected activity, such as lawful picketing pursuant to labor disputes or lawful employer-related activities pursuant to labor disputes." IC 35-45-10-2
"Impermissible contact" includes but is not limited to knowingly or intentionally following or pursuing the victim. IC 35-45-10-3

2. All incidents of harassment should be immediately reported to the librarian in charge for resolution and police involvement as needed.
3. Any incident of harassment, the patron may be barred from the library and/or criminal charges may be brought against the patron.
4. Complete an Incident Report (Appendix J) and submit to the Director

H. Use of Library Grounds

1. Any use of Library grounds must be approved by the Library Director.
2. Any unapproved use of Library grounds is prohibited and is considered as trespass. Unapproved use includes, but is not limited to: practice of any type of sport; skateboarding, bicycling, rollerblading, skating in the parking lot; overnight parking of a vehicle; any illegal activities; etc.
3. The Library is not responsible for any injury incurred during use of Library grounds.

I. Accidents and Emergencies

1. The Library Director and Board make every effort to maintain the facility and grounds of the Brownsburg Public Library.
2. In the event of any accident, including personal medical emergencies, an accident report (Appendix H) must be completed and submitted to the Library Director.
3. In the event of a national security issue, the Library Board of Trustees has emergency policies in place for the protection of library patrons, library staff and the building.
4. After hours parking is not allowed, except by special arrangement.

J. Child(ren) under the age of eleven (11) may not be left unattended in the Library at any time, including during programs, except for selected programs with parental consent. Child(ren) may not be left in the care of another child under the age of thirteen (13). If child(ren) are left unattended, the staff member will contact the parent/guardian and the police, if necessary. The Library does not in any way assume the care of, custodian of or control of your child(ren).

K. Cell phones are allowed in the Library. Ringing should be set at a low volume and conversations should be held away from others to minimize disruption to others using the Library. Patrons may be asked to move to a designated area to continue their conversation.

L. If a staff member observes or suspects abusive, threatening or harmful behavior towards a child or another person, the staff member is empowered to intervene in the situation up to and including contacting the police. Complete an Incident Report (Appendix J) and submit to Director.

PATRON CONCERNS POLICY

Adopted – 06/96; Revised – 01/01, 02/04, 03/08, 03/09

- A. All patron complaints and concerns regarding the Library building, policy, materials selection, and staff are taken seriously and addressed promptly by the Library Director and/or the Library Board of Trustees.
- B. Complaints about Library materials are addressed through a “Patron’s Request for Material Review” form (Appendix E). Completed forms and questioned materials will be presented to the Library Director for review and response