

The  
Bland  
County  
Public  
Library

January 1

2024

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The Bland County Public Library (BCPL), under the supervision of the Library Board of Trustees, exists to provide the public with free and equal access to information.

Public Services  
& Collection  
Policy

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## **Public Service Statement**

The Bland County Public Library (BCPL), under the supervision of the Library Board of Trustees, exists to provide the public with free and equal access to information, be it print, electronic, visual or audio form.

The Bland County Public Library acquires catalogs, circulates and maintains various materials collections. The library staff also strives to provide excellent service to the public through multiple services and functions.

This policy statement is designed to clarify details of the policy and guide staff in working with the public as they make materials and services available to the public.

### **I. Borrowers' policy:**

#### **A. Patron Behavior Policy**

*Any behavior that is disruptive to library use is prohibited.*

#### **B. Confidentiality Policy**

The Bland County Public Library will protect, as far as possible, the privacy of any patron who uses the library's resources. The library will keep patron records solely for the purpose of protecting the library property.

The Bland County Public Library establishes this policy in accordance with Code of Virginia 2.2-3705.7.3, which exempts library records from the Virginia Freedom of Information Act:

*Library records that can be used to identify both (i) any library patron who has borrowed material from a library and (ii) the material such patron borrowed.*

Staff shall not violate the privacy and confidentiality of information that they may gain access to, including a patron's private information or reading records. A patron's personal information, history, or records will not be provided to anyone without legal authorization.

#### **C. Library Card Policy**

##### **1. New Library card Application Requirements**

Library cards are free to all residents who live, attend school, own property or are employed in the state of Virginia. Library cards are valid for one year. Bordering counties that are out of state may also obtain library cards. Property owners who do not reside in the service area are required to show proof of property ownership, such as a tax bill or utility bill. Out of area residents who are employed in or attending school in the service area are required to show proof of employment or enrollment, such as a pay stub or student id.

All applicants' addresses must be verified by a photo ID with current address.

The minimum age for children to obtain a library card is five (5) years old or older. A parent or legal guardian's signature and current address is required for those under 18. Any and all parts of the juvenile patron's record are accessible and may be checked by parents or legal guardians without prior authorization.

Signing a Bland County Public Library application card denotes acceptance of responsibility for all fines and fees for lost or damaged materials. Cards are for individuals only.

## **2. Renewing and Replacing Library Cards**

A card will not be renewed for a patron if any overdue fines, other fees, or overdue items are showing on their account.

There is a replacement fee of \$1.00 for lost cards within one year. There is no replacement fee for cards after one year. All patron information is to be verbally verified by staff before extending privileges.

## **3. Checking Out Materials**

A patron must present their own Bland County Public Library card or valid photo id in order to check out library materials.

Patrons must be in good standing with the library in order to check out materials. Good standing is defined as no fees/fines over \$5.00.

## **4. Circulation of Materials**

Materials circulate for varying periods of time with varying fees. There is no grace or extended loan period automatically provided.

a. Books, Audio Books, Compact Discs, Magazines

2 week loan period, with up to two (2) renewals unless holds are present. Fine of \$.10 per day, up to maximum of \$3.00 per item.

b. Visual Materials (DVD, BR, Video Games)

5 day loan period, with up to two (2) renewals unless holds are present. Fine of \$1.00 per day, up to maximum of \$5.00 per item.

c. Toys and Games

2 week loan period, with up to two (2) renewals unless holds are present. Fine of \$1.00 per day, up to maximum of \$5.00 per item.

d. Reference and Local History Materials

Non-circulating except with special permission.

e. Equipment for Circulation and In-Library Use

The Bland County Public Library will provide certain equipment for public use in and out of the library facilities.

Equipment has a five (5) day loan period, with no renewals. The overdue fine is \$5.00 per day, up to maximum of \$50.00 per item.

If equipment is needed for a meeting to be held in the library meeting room, the equipment must be reserved in advance.

f. Waived Fines

Fines may be waived under extenuating circumstances.

Staff may waive up to \$5.00 in fines at their discretion. If the amount is in excess of \$5.00, staff is to seek the approval of the Library Director.

g. Replacement Fees

When a patron must pay for a replacement of lost or damaged materials, the price charge is the current list price, plus a \$2.00 handling fee.

h. Juvenile Materials

As a courtesy to our youngest patron; materials labeled E (Easy) or J (Juvenile) will not incur any fines. However, lost or damaged materials will be held to the replacement fee policy above.

## **II. Services to the Public**

### **A. Print Services:**

#### **Copies & Printing**

*Standard Sizes 8.5x11 and 8.5x14*

Black and white copies are \$.10 per copy.

Color copies are \$.25 per copy.

*Printing on patron provided paper reduces the price to:*

Black and white \$.05

Color \$.10

*\*\*Printing on card stock provided by the library is and additional \$.15/per sheet.*

*Specialty paper size 11x17*

Black and white copies are \$.40

Color copies are \$.50

*Printing on patron provided 11x17 paper reduces the price to:*

Black and white \$.20

Color \$.25

#### **Fax:**

Incoming and Outgoing Fax charges are \$.50 per page.

- Up to 25 pages \$5.00 maximum charge
- Up to 50 pages \$10.00 maximum charge
- 51 pages and over \$15.00 maximum charge
- No charge for cover sheet

#### **Lamination:**

Full page (8x11) charge is \$1.00

Half page and smaller charge is \$.50

## **B. Public Computer Use Policy:**

Computers are provided for public use with the understanding their use is primarily self-service. Library staff can offer assistance with computer operations but, may not assist with personal information or requests.

Patrons must sign-in, with their own library card or valid photo id, at the circulation desk before using the public computers.

Non-library card holders or visitors may sign-in with a photo id.

All children must have parental permission to use the computers. This permission is given during the application process for a library card.

Children from birth through age eight (8) must have the supervision of a parent or legal guardian to use the library computers. The adult must be seated with the child at the computer. The parent or legal guardian must present their library card to register to use the computer with a child under age 8.

Children ages eight (8) years and older may use the computer without supervision if they have the parental permission on file.

Computers are available on a first-come, first-serve basis. Computers may be reserved for individual use or for programming purposes by calling ahead.

Members of the library staff have the right to interrupt the use of the computer to ensure that patrons have equal access.

Patrons must provide their own data storage device or purchase one from the library in order to save data.

No patron data may be saved to the library computers.

Patrons must pay for any printed pages from the computers. For fees, see above (A. Print Services).

Library software may be used on the library's computers only.

Users may not make copies of the copyrighted software owned by the library nor may they use the library equipment to illegally duplicate software.

Patrons may not circumvent the computer menu for the purpose of using other applications that do not appear in the menu or otherwise attempt to bypass the library's security measures.

All computers have filtering software installed to comply with State and Federal laws governing the receipt of e-rate funding used to provide internet access to the public.

Automatic suspension of computer privileges will result from non-compliance with these rules.

Only programs that have been installed by the library and appear on the computer menu may be used on the library's computers.

At no time may patrons install programs or data onto the hard drives of the library's computers from disks for permanent or temporary storage.

The Bland County Public Library will not be responsible for lost data or damage to disks incurred while patrons use the library's public access computers.

### **C. Outreach Services Policy**

Outreach services are provided to those patrons who have limited access to the library. These patrons may include: nursing home residents, patrons with travel difficulties and homebound patrons.

Each individual patron or group (nursing home) receiving outreach services must have a valid Bland County Public Library card.

Materials checked out to the outreach program will not be charged overdue fines. The Outreach Supervisor is responsible for checking with patrons or groups concerning their overdue materials.

Materials are checked out for thirty (30) days from the Outreach collection or from the public collection with approval from the Library Director.

### **D. Meeting Room Policy**

The Bland County Public Library has meeting room space available. The Stowers Meeting Room is available during the open hours of the library and may be available during closed hours if approved by the Library Director. It is available to group or individuals regardless of the beliefs and affiliations of their members.

The Library Board of Trustees will hold the authorized representative of the organization responsible for the costs and damages to library facilities. Likewise, the Bland County Public Library will require that such representative sign that the organization will hold the library harmless for claims, liabilities, and/or damages directly or indirectly related to the use of library facilities.

The Library reserves the right to monitor all meetings held on its premises.

Granting permission to use the library facilities does not constitute an endorsement of the organization or its members' beliefs by the library staff or the Library Board of Trustees. Publicity for the event should not imply Library sponsorship or affiliation.

Library and library-sponsored activities have first priority in scheduling.

In the event that the registrant cancels a meeting, the responsible party with the organization is to notify the library as soon as possible so the room may be rescheduled for another use.

Neither the name nor address of a library branch may be used as the official address or headquarters of any organization.

Refreshments may be served.

Alcoholic beverages are prohibited.

Each group must provide its own supplies for the meeting and for any refreshments served. The group is responsible for any cleanup after the meeting.

Organizations requiring equipment owned by the library must make arrangements for the use of required equipment when the application for the meeting room is made.

The organization will be responsible for any damage to library equipment.

#### **E. Displays Policy**

Displays and exhibits are important to the library and are intended to be used by the staff to promote library collections, services and programs. Library displays have priority over all other displays.

The Library reserves the right to reject any part of an exhibit or to change the manner of display.

The owner or artist shall be responsible for the removal of items at the end of the designated display period.

The Bland County Public Library insurance policies do not cover the replacement or repair of loaned items. Therefore, collections of artwork are displayed or stored at the library at the owner's risk. Every effort will be made to carefully and responsibly handle, protect and store collections loaned to the library, but the risks shall remain

with the owner. A signed “Display Materials Release” form must be on file with the Library prior to mounting of any display.

#### **F. Public Bulletin Boards Policy**

Public bulletin boards may be used by patrons to publicize upcoming events or services available in the area that may be of interest to library patrons. Out dated items will be removed by library staff.

#### **G. Assistance Animal Policy**

Service animals and assistance animals are welcome at the Bland County Public Library under the parameters set by the Americans with Disabilities Act.

We love pets, but unfortunately, non-service or non-assistance animals are not permitted in public areas of the library.

### **III. Collection Development and Reconsideration Policies:**

#### **A. Collection Management, material Donation and De-Selection Policy**

The Bland County Public Library Board of Trustees recognizes that there are individuals and groups with diverse interests, backgrounds, and needs, and the library was created to serve all of the citizens within the BCPL’s service area. The Board, therefore, declares as a matter of policy that:

*The Collection Development Policy is based on and reflects the Bland County Public Library’s stated mission, vision, goals, and values.*

Library materials, in a variety of formats, including licensed electronic resources and online databases, shall be selected and retained on the basis of the value for the educational, informational and recreational use of the community in conformance with the BCPL’s mission.

Some of the factors which will be considered in adding to or removing materials from the library collection shall include: present collection composition, collection development objectives, interest, demand, timeliness, audience, significance of subject, diversity of viewpoint, effective expression, and limitation of budget and facilities.

No library materials that meet the BCPL’s selection criteria shall be excluded because of the origin, background, or views of the author or those contributing to its creation. Not all materials will be suitable for all members of the community.

BCPL shall be responsive to public suggestion of titles and subjects to be included in the library collection. Gifts of materials may be accepted with the understanding that the same standards of selection are applied to gifts as to materials acquired by purchase, and that any gift may be discarded at BCPL's discretion. BCPL has the option of disposing of gifts to the Friends of the Library group. The Friends group may sell the gifts or dispose of them as they deem appropriate.

Except in the area of local history, materials that are not well used may be withdrawn to ensure a vital collection of continuing value to the community. In recognizing the importance of local historical and genealogical resources a high priority is placed on the continuing development of a local history/genealogy collection as part of the library's mission to the community it serves.

1. The library collection shall be organized and maintained to facilitate access. There shall be no prejudicial labeling, sequestering, or alteration of materials.
2. Selection is vested in the BCPL's Director, and under his or her direction, in members of the staff who are qualified by reason of education and training.
3. The Library Board of Trustees believes that reading, listening to, and viewing library materials are individual, private matters. While one is free to select or to reject materials for oneself, one cannot restrict the freedom of others to read, view or inquire. Parents have the primary responsibility to guide and direct the reading and viewing of their own minor children. The BCPL do not stand "in loco parentis\*." *In place of a parent.*

The Board of Trustees recognizes the right of individuals to question materials in the BCPL collection. A library patron questioning material in the collection is encouraged to talk with designated members of the staff concerning such material. To formally state his/her opinion and receive a written response, a patron may submit the form provided for that purpose. Material that has been questioned will remain in the active collection until the Board of Trustees has made a determination of its status.

4. The Library Board of Trustees adopts and declares that it will adhere to and support:
  - a. The [Library Bill of Rights](#), adopted by the [American Library Association](#).
  - b. The [Freedom to Read](#) and the [Freedom to View](#) Statements, adopted by the [American Library Association](#).

*Copies of these materials are available online and at the Bland County Public Library.*

## **B. Request for Reconsideration Policy**

The purpose of this policy is to provide a process for guests to voice their concerns about materials in the collection or programs that they may find objectionable or inappropriate.

Bland County Public Library welcomes comments and suggestions regarding the continued appropriateness of materials in the collection or programs offered by the library. It is the obligation of any public library to offer differing points of view on any topic. BCPL does not promulgate particular beliefs or views, nor does the selection of an item express or imply endorsement of the viewpoint of the author. Library materials shall not be marked or identified to indicate approval or disapproval of the contents, nor will items be sequestered, except for the purpose of protecting them from damage or theft.

A formal, written request for reconsideration of materials/programs may be submitted to the Library Director. Copies of the "Request for Reconsideration of Materials/Programs" form are available at each branch library or from the administrative office.

For a request for reconsideration to be considered, the "Request for Reconsideration of Materials/Programs" form must be completed in full. The guest submitting the request must hold a valid BCPL library card. After consulting with the staff, the Library Director will respond, in writing (either by email or regular mail) within thirty days of receipt, to the guest's request for reconsideration. The response will indicate the action to be taken and reasons for or against the request.

The decision of the Library Director may be appealed by writing to the Bland County Public Library Board of Trustees. The Board will consider an appeal at their next regularly scheduled Board meeting to which the guest will be invited to share his/her views and concerns. The decision of the Board will be final.

The Bland County Public Library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely for the complaint of obscenity, or any other category covered by law until after a local court of competent jurisdiction has ruled against the material.

Adopted by the Bland Co Public Library Board of Trustees 07-01-2017.

Updated and Adopted by the Bland Co. Public Library Board of Trustees 05-01-2019.

Updated and Adopted by the Bland Co. Public Library Board of Trustees 04-28-2021.

Updated and Adopted by the Bland Co. Public Library Board of Trustees 01/10/2024.



# Materials/Program Reconsideration Request Form

BLAND COUNTY PUBLIC LIBRARY

PLEASE PRINT INFORMATION

DATE: \_\_\_\_\_

LIBRARY/BRANCH: \_\_\_\_\_

TITLE/PROGRAM: \_\_\_\_\_

PUBLISHER(if known): \_\_\_\_\_ AUTHOR(if known): \_\_\_\_\_

ISBN(if known): \_\_\_\_\_

## REQUEST INITIATED

BY:(Name) \_\_\_\_\_

(Address) \_\_\_\_\_ (Phone) \_\_\_\_\_

## RESOURCE ON WHICH YOU ARE COMMENTING:

- BOOK/EBOOK     MAGAZINE     DIGITAL RESOURCE     NEWSPAPER  
 MOVIE     AUDIO RECORDING     GAME     PROGRAM

OTHER: \_\_\_\_\_

IS CONCERN VOICED BY GROUP OR SELF:  GROUP     SELF

CONCERNS WITH MATERIALS (PLEASE EXPLAIN): \_\_\_\_\_

DID YOU READ THE ENTIRE BOOK (MATERIAL) OR ATTEND THE PROGRAM: YES  NO

IF NO, WHAT PARTS DID YOU READ/ATTEND? \_\_\_\_\_

ARE YOU AWARE OF ANY REVIEWS FOR THIS BOOK, MATERIAL, PROGRAM? YES  NO

IF YES, PLEASE CITE: \_\_\_\_\_

IS THERE ANYTHING ELSE YOU WOULD LIKE TO INCLUDE: \_\_\_\_\_

By Library Board of Trustees

Approved 1/10/2024

SIGNATURE: \_\_\_\_\_