



LIBRARY POLICIES

Adopted by

BOYD COUNTY PUBLIC LIBRARY DISTRICT
BOARD OF TRUSTEES

Review Committee
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Endless Possibilities

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The Mission

The mission of Boyd County Public Library is to provide access to information and quality resources for all users.

Values

Boyd County Public Library is committed to intellectual freedom for all. The Library supports American Library Association's *Library Bill of Rights*, *The Freedom to Read Statement*, and *Equity and Access*.

The Board of Trustees, the Library Director, and Library Staff work to offer a diverse collection, provide access to all points of view, and to uphold freedom to read, view, and listen.

Goals

- *Marketing:* The Library consistently seeks to increase the use and awareness of Library services and resources by creating and implementing a plan to promote what the library has to offer.
- *Facilities:* The Library evaluates and maintains easily accessible buildings, determines the need for expansion and/or renovations, and stays current with trends in library space planning and patron needs.
- *Programs:* The Library evaluates current programming and develops new programming in order to be responsive to public interests; The Library strives to provide useful, informational, and interesting programs for all ages.

Library Hours

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The Library is open to the public the following hours:

Main Library	
Monday thru Thursday	9 a.m. to 8 p.m.
Friday and Saturday	9 a.m. to 5 p.m.
Sunday	1 p.m. to 5 p.m.
Catlettsburg Branch	
Monday thru Thursday	9 a.m. to 8 p.m.
Friday	9 a.m. to 5 p.m.
Saturday	1 p.m. to 5 p.m.
Sunday	Closed
Kyova Branch	
Monday thru Thursday	9 a.m. to 8 p.m.
Friday and Saturday	9 a.m. to 5 p.m.
Sunday	1 p.m. to 5 p.m.
Summit Branch	
Closed to public access	
Homebound Services only	

The Library is closed for the following holidays and events. (All dates are district wide unless noted.)

New Year's Day	January 1
Easter Sunday	Main and Kyova
Love Your Library 5K	Last Friday in April, district closes 4 pm
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
All Staff Day	Second Monday in October
Veteran's Day	November 11
City of Ashland Christmas Parade	District closes at 4 pm
Thanksgiving Eve	District closes at 4 pm
Thanksgiving Day	Fourth Thursday in November
Following Friday	Fourth Friday in November
Christmas Eve	December 24
Christmas Day	December 25
New Year's Eve	December 31 early closure

There may be other days as required throughout the year and/or for specific locations.

Emergency Closing

When conditions warrant the Library Director has the authority to close the library. Such conditions might include severe weather, failure of library utilities, or any event that renders basic library services impossible for an extended period.

Announcement of closing will be made through the library's website, social media, and posted on all entrances, if possible. In the event of an emergency closure, due dates for items will be extended until the library is able to reopen.

Library Cards

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Physical Library Cards

A physical library card is issued to patrons who visit one of the branches and fills out a paper application.

Digital Library Cards

A digital library card is not a physical card or a scan/photo of a physical library card but rather an alphanumeric barcode that a patron receives when he/she visits the library's website and completes an online application.

Cost for Library Card

Boyd County Public Library District is a tax supported institution. Boyd County residents pay no additional fees for obtaining a borrower's card.

Exceptions

- *Reciprocal Agreements*

The Library has reciprocal agreements with libraries in many surrounding counties. No additional fee is charged to residents of Greenup County (KY), Carter County (KY), Lawrence County (KY), Rowan County (KY), Cabell County (WV), Wayne County (WV), or Lawrence County (OH), along with many other counties. (See a staff member or the library's website for a current list of reciprocal counties.) This allows Boyd County residents to obtain cards in these counties as well.

Out-of-county borrowers, from reciprocal counties, must also present a current, valid library card from their home county library when applying for a Boyd County Public Library borrower's card.

- *Non-resident fees*

Non-Boyd County residents and users from non-reciprocal counties are required to pay a usage fee of \$60; it is good for twelve months.

- *Temporary library card*

Temporary cards are issued to borrowers visiting the area for less than three months and who do not hold cards from a reciprocal county. They are valid for up to 90 days. There is a \$20 deposit required that is refunded when all materials are returned; any outstanding fees will be deducted from the deposit.

Applying for a library card

All applicants for a Boyd County Public Library District borrower's card must register in person and authorize the agreement. Identification including proof of address is required for a library card to be issued.

Application must be completed in full, including street address for patrons with PO Box numbers; general delivery addresses are not acceptable forms of address. Proof of name and current address is required to receive a library card.

Acceptable forms of photo ID are current (unexpired)

- State issued driver's license, State issued ID card, Passport, Immigration card, VISA, or Green card, Military ID card, or Veteran's ID card.
- Expired photo IDs or retired military identification cards are permitted but must be accompanied by another item showing the patron resides at the given address

Acceptable forms of address verification are these items with both current name and address:

- State issued driver's license or ID, current utility bill, current mail (postmarked within the last 30 days), property tax records, or other substantiating document.
- Current (unexpired) Active Duty Military do not require proof of address.
- If above form of address verification is unavailable, the card will be mailed. The account will be restricted until verified and validated.

Emancipated Juveniles

Emancipated Juveniles must present acceptable identification as listed above in addition to a valid emancipation order from the court in which they were emancipated.

Juvenile Borrowers

A Juvenile Borrower is anyone under 18 years of age. They may obtain a library card in one of the following ways

- Full Borrowing Privileges (default setting)
A parent or legal guardian must present acceptable identification and sign for the juvenile to receive full borrowing privileges which includes Internet access. If the parent or legal guardian has a library card it must be in good standing at the time that he/she signs for the juvenile card. Good standing means that the parent/guardian's account is not restricted.
- Items Only
Same requirements as "Full Borrowing Privileges" but without Internet access granted by parent/guardian.
- Restricted
The juvenile may present proof of his/her name (textbook, school ID, mail, etc.) and receive limited borrowing privileges. The juvenile may also log into his/her school student portal from a staff computer to prove identity.
- Teacher Verification
A student's teacher may verify parent information (see Teacher Verification of Students Application). This type is limited to "Items Only" account.

Authorizing application

To protect patron records from unauthorized use, a photograph of each patron is added to his or her account. All photographs in patron records are considered confidential

information and are not shared with anyone unless that person has the proper right to access the information. (See Confidentiality of Library Records.)

Patron photographs

An applicant's photograph will be added at the time of registration with consent of the patron. Patrons without photographs in their record will be photographed at check out with consent of the patron after acceptable identification is presented to the staff.

Patrons who do not wish to be photographed may opt for Signature capture and may be required to provide photo identification (e.g. state-issued ID, employee ID, etc.) at every check out. Patrons who cannot provide photo identification may be denied the use of library services until positive identification can be made.

Photographs of juvenile patrons

Photographs of juveniles will be added when a parent or legal guardian is present who can show acceptable identification and can authorize photographing the minor child.

Also, photographs of juvenile patrons will be updated annually (at the time of the annual address check). To facilitate this, the library defaults accounts to: *parent or legal guardian grants consent to have his/her child's photo capture updated annually* unless: the account has been set "parent must be present".

Photographs of juveniles are not required if the juvenile has a Limited card. For minors 10 years of age or younger, parent or guardian will be included if picture capture is selected as authorization.

Teacher Verification of Student Applications

A teacher of a classroom or individual student may act as verification of parent signature and address. The teacher should pick up blank applications and rules flyers at any branch. Then send application and rules flyer home with student and have the parent fill out application according to the rules on the flyer.

Teacher should indicate verification of parent's signature and address by printing his or her name and signing on the back of the application. The completed and signed application(s) should then be taken to any BCPL location.

Cards will be issued after they have been reviewed and entered, within five (5) days after applications are received. Cards will be mailed to student's home address once verified. Any students with an existing account will be notified, along with any overdue items. Application capture will be used on child's account as parent/guardian authorization. Applications will be shredded once entered and verified.

Reverification of library accounts

Accounts, in good standing, are valid for the life of the account holder. Annually, the library conducts account revalidation. Account holder must present library card and verify address and telephone number. If a patron has had mail returned to the library,

proof of address will be required. Borrowing privileges may be suspended until personal information is verified.

Responsibility

The individual to whom a library card is issued is responsible for all materials checked out on that card. A parent or legal guardian who signs for a juvenile card is responsible for all materials checked out on that card and is responsible for any fees that may be incurred.

However, the library recognizes that it may be helpful for account holders to loan their library cards to family members or others. To facilitate this, the library defaults accounts to: *possession of a library card implies consent to check out materials, renew items, pick up reserved items, and/or provide loan, hold, or fine information for the account*, unless:

- The account holder has set the account to “account holder only”, OR,
- Staff has information to indicate that possession of the card was wrongfully obtained.

Under no circumstances will staff reveal personal information such as (but not limited to) address, phone number, or pin number to anyone other than the account holder.

Lost or stolen cards

If a card is lost or stolen, it is the patron's responsibility to notify the library immediately. The patron will be held responsible for any materials checked out before the card is reported lost or stolen. There is a \$2 non-refundable replacement fee for a lost card. There is no charge to replace a stolen card. Cards that are reported lost or stolen cannot be used.

Damaged cards

If a card is damaged to such an extent that it can no longer be used, a replacement card must be issued before any material is checked out. There is a non-refundable \$2 replacement fee for a damaged card. There is no charge to replace a worn out card.

Paper Application

Paper applications are shredded once entered in the library system and verified.

Digital Library Cards

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A digital library card is an alphanumeric barcode that a patron receives when he/she uses the library's website or the library's app to complete an online application. The user must be a resident of Boyd County, KY in order to receive a digital library card.

Patrons may convert a digital library card to a physical library card by visiting a branch and presenting acceptable identification.

Services provided

Patrons with a digital library card may use any of the library's online resources from its website or third-party service applications. These include such things as electronic books, audiobooks, videos, music, magazines, academic and consumer research databases, encyclopedias, instructor-led online courses for adults, and practice tests.

Excluded services

Digital library cards may not be used to check out physical materials, use a self-check station, log in to the library's public computers, or use the library's laptop kiosks.

Restrictions

The digital library card is available to patrons of all ages, however, in compliance with the Children's Online Privacy Protection act, registration for children under the age of 13 must be completed by the parent or legal guardian.

Borrower Types and Loan Limits

Revised May 2019

Standard loan periods and fees for damaged or lost materials apply to all borrower types unless otherwise noted. Certain Adult borrower types and all Juvenile borrowers are excluded from credit reporting

Types of Borrowers

- Adult: at least 18 years old or an emancipated juvenile
- Adult, Items Only: at least 18 years old without Internet access
- Business: owner, director, CEO, or president of an organization, business, or institute may apply for a card in entity's name for use by the organization
- Digital only: accounts created online
- Juvenile: from birth up to and including 17 years old with unrestricted access
- Juvenile, Items Only: from birth up to and including 17 years old without Internet access
- Juvenile, Restricted: self-registered youth under 18 years of age
- New: new borrowers with accounts less than 30 days old
- Non-Resident: fee based account issued to someone who is not a resident of Boyd County nor a reciprocal county
- Reciprocal County: adults and juveniles from area counties that offer reciprocal borrowing agreements with BCPL; types, ages, and limits apply
- Temporary: borrower in area for 90 days or less

Account loan limits

Unrestricted Accounts

- Adult, Business, Juvenile, Adult/Juvenile Item Only, Non-Resident, Reciprocal
- 50 total items on a card at any one time with the following limits
 - Any combination of Adult or Juvenile items equal to
 - Gaming software: 2
 - Remainder a maximum of 50

Restricted Accounts

- New library borrower's accounts are restricted for the first 30 days
 - 5 total items on a card at any one time with the following limits
 - Any combination of Adult or Juvenile items equal to
 - Gaming software: 2
 - Remainder a maximum of 5
- Other Restricted
 - Juvenile Restricted, Temporary
 - 5 total items on a card at any one time with the following limits
 - Any combination of Adult or Juvenile items equal to
 - Gaming software: 2
 - Remainder a maximum of 5
- Patrons who have had their accounts sent to collections but have made restitution; who have had excessive number of damaged materials; who have violated library policy, or have unvalidated or unverified accounts may have their

account restricted. These accounts may be limited to five (5) items, with the same limits as “Other Restricted”. This restriction will be effective for up to 90 days, longer depending on severity of offense.

- Digital accounts loan limits are set by agreement with the third-party vendor providing the service and vary from application to application.

Material Loan Limits

- *7-Day Loan*
 - Compact disc music
 - Discovery packs
 - Entertainment movies, DVD or Blu-Ray
 - Gaming software
 - Checkout Your Community
- *14-Day Loan*
 - *E-materials (books, music, audiobooks, etc.)*
- *21-Day Loan*
 - Adult fiction
 - Adult non-fiction
 - Audiobooks disc
 - Children’s read-along books with discs
 - Comics
 - E-materials (books, music, audiobooks, etc.)
 - Juvenile fiction
 - Juvenile non-fiction
 - Large Print materials
 - Magazines
 - New fiction
 - New non-fiction
 - Non-fiction movies
- *Library Use Only*
 - CD-ROM and other computer software
 - Current issues of comics
 - Current issues of magazines
 - Genealogy and local history materials from the Winder Room, including microfilm
 - Newspapers
 - Pop-up books and toys from the Children’s Room
 - Reference materials
 - Laptop Computers
- *Other Loan Limits*
 - Interlibrary loans: determined by lending library
- *New Formats*
 - Periodically the Library offers content in new formats and may set separate use procedures for these formats

Renewals

Most library materials may be renewed. Renewals may be made in person, by phone, or online (online requires valid patron card number and PIN—personal identification number).

Auto-Renewal

Eligible Library materials will be automatically renewed two (2) days before the due date. Materials may be renewed prior to the two (2) day timeframe in person, by phone, and online.

Not eligible for renewal

- Items on hold for another borrower
- Items that have reached maximum renewal
- Specific collections
 - Gaming software
 - Interlibrary loan items
 - Checkout Your Community items

Fines, Fees, and Notices

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Late Charges

Boyd County Public Library does not charge late fees for overdue items.

Lost Items

The patron is responsible for all materials borrowed on his or her card. The charge for lost materials is the list price as recorded in the item record. When a patron has a "lost" item, full payment of the lost item is required to restore borrowing privileges.

Refunds for materials may be made until the record is purged from the library's catalog.

Damaged Items

Patrons are not charged for the normal wear and tear of materials. If an item has been damaged due to misuse or neglect, the following charges may be assessed:

- Minor damage that can be repaired: \$2 per damaged part
 - Damaged/torn plastic book cover
 - Damaged/torn paper dust jacket
 - Damaged/torn jacket for AV material (e.g. DVD, music CD, video game, audiobook, Checkout Your Community)
 - Missing barcode

- Material that is no longer usable: full price
 - Water damage (more than 1/3 of the item)
 - Stained pages (more than a few)
 - Marked pages (e.g. pen/crayon – more than a few)
 - Evidence of bed bugs in books and/or cases (e.g. blood stains, dead bugs)

- Non-repairable damage if the material is still usable: no charge (examples: minor water damage, pen/pencil/crayon marks on a few pages that does not interfere with text/illustrations)

Damaged items that must be withdrawn will be held for 30 days in the event that the patron wants to see the item. If a patron pays for an item in full, the item becomes the property of the patron. Items that are wet (more than damp) when returned or anything with evidence of bed bugs will be disposed of immediately after being withdrawn.

Replacement packaging

- The charges for replacement of missing or damaged cases, packages, bags, and cables/cords are set to cover the average cost of such items. The Library will absorb differences in the cost of replacing such materials due to the difficulty of addressing most individual situations. The following charges apply:
 - Book with media or software bag \$3
 - Checkout Your Community Case \$2
 - Cord or cable \$10
 - Individual case sleeves \$1 each
 - Multi-disc CD case for audiobooks \$10
 - Multiple disc DVD or Game case \$3
 - Music CD case \$2
 - Single disc DVD or Game case \$2

Circulating damaged materials

Damages to items that will continue to circulate should be noted and dated on the item and in the item record.

Damaged items found on the shelf should not be checked out if repair or replacement is required. If a patron presents a damaged item for check out, staff will attempt to find a different copy for check out. If a different copy cannot be found, a note will be placed in the item record so that it will be repaired or removed from circulation when returned.

Replacement items

On a case by case basis, patrons may be allowed to replace lost or damaged items in lieu of payment. Decisions about replacement items will be made at the discretion of the Public Services Manager.

Damage to patron's equipment

The Library accepts no responsibility for damage that might be incurred by the use of items borrowed from its collection. The Library does not accept responsibility for damage to hardware or software as a result of downloading electronic materials.

Claims Returned

The status of an item on a patron's record may be changed to "claims returned" when the patron believes that an item checked out on his or her account has been returned to the library.

Excessive "claims returned" will cause an account to be restricted.

Claimed Never Had

The status of an item may be changed to "claimed never had" if the patron feels strongly that he or she never borrowed the item from the library. Patrons are not charged replacement costs for items that are "claimed never had."

Excessive "claims never had" will cause an account to be restricted.

Notices

The Library will notify patrons of overdue materials. Patrons may choose one of three notification methods: text, email, or postal mail. All patrons receive a mailed bill (regardless of notification method chosen) for materials that are 30 days overdue.

The following schedule will be used for notifying patrons of overdue materials:

<i>Number of days overdue</i>	<i>Type of Notification</i>
1	Overdue notice
30	Billing notice
60	Referral to Credit Reporting Agency

Illness, Acts of God, or stolen materials

Patrons who are unable to return materials to the library due to illness or other emergency may have charges waived or due dates extended at the discretion of the Public Services Manager.

Patrons who are unable to return materials due to Acts of God may have charges waived or due dates extended by the Public Services Manager.

Patrons whose library materials are stolen must provide a copy of the police report stating that library materials were included in the theft. Charges will be waived by the Public Services Manager.

Bankruptcies

When the library receives official court notification that a patron has filed for bankruptcy, the library will suspend any attempts to collect the debt. Upon discharge of the debt, the library will waive all charges (including any charges for unreturned/lost items and the credit reporting agency service fee) on the patron's account. The charges for dependents of the patron may also be waived upon the patron's request. The Library's business office will keep certain documentation regarding the bankruptcy filing and discharge. A notation will also be added to the patron record to indicate that charges have been waived.

Credit Reporting Agency

Revised May 2019

The Library employs a credit reporting agency for the return of long overdue materials or for the collection of uncollected charges of more than \$25. Certain adult borrower types and all juvenile borrowers are excluded from credit reporting.

The Library's automation system works in coordination with the credit reporting agency to generate the report of patrons who meet the following criteria:

- Patrons with materials that have been overdue for more than 60 days;
- Patrons with charges greater than or equal to \$25 who have not resolved their accounts in the past 60 days.

Patron Accounts Sent to Credit Reporting Agency

Patrons who have been reported to the credit reporting agency will be charged a \$10 fee in addition to any other charges on their account. This fee is used to recoup the library's costs for the credit reporting agency's services.

The report to the credit reporting agency will include the patron's contact information, the amount that is charged to the account, and the reason for the charge. Records of borrowed materials are not provided to the agency.

Reserves and Branch Transfers

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A reserve (or hold) may be placed on most materials owned by the library. Reserves may be placed in person, by computer, by app, or by phone. All reserves are held at the Front Desk for seven days. Patrons will be notified when a reserved item is available by the patron's chosen notification method.

Limits

A limit of 50 total physical items, of any type, per library card may be on hold at any given time.

In addition to the physical items, patrons can place on hold the maximum number of econtent items as allowed by the third-party applications the library provides.

Exceptions

The following items may not be put on hold:

- Reference and Library Use Only materials
- Materials from the Winder and Local History Room collection
- Interlibrary loan items

See Borrower Types for other limits that may apply to certain cardholders.

Order of processing

Reserves are processed in the order that they are placed. Patrons may suspend fulfillment of a reserve without loss of place in queue upon request (i.e. when the patron will be on vacation).

Branch transfers

Materials that are currently checked in may be transferred from one branch to another upon patron request. For most items, a reserve may be placed on the item in order for the item to be transferred. Once the item has been received at the destination branch, it will be held for the patron for seven business days.

Items may be returned to any location.

Confidentiality of Library Records

Revised May 2019

Protecting the rights of library users to view and read materials without fear of intrusion, intimidation, or reprisal is the core value for libraries. To safeguard the privacy of individuals, Boyd County Public Library District maintains the confidentiality of library records.

All transactions between the library and its patrons are considered confidential. In accordance with KRS 61.931-934, KRS 61.870-61.884, and applicable policies adopted by the Department for Local Government, the library will take every reasonable precaution to ensure that any personal information that is kept by the library for any purpose is safeguarded from unauthorized access.

Types of information protected include, but are not limited to:

- Patron registration files. These records include any information, such as address, telephone number, ID number, picture/signature capture, which users provide in order to access or borrow materials (including email address if provided).
- Circulation records. These records include all information that identifies a person as borrowing or accessing particular materials or information. Included in these records are Web browsing histories, reserve materials, and items checked out. Information regarding materials used by a patron is confidential. It is not available for distribution nor is it discussed with other patrons. It is discussed with other staff only as it relates to library business. The parent/legal guardian of a child under 18 may (with appropriate identification) receive information concerning items checked out to the child.
- Verbal transactions. This includes Reference transactions and other verbal exchanges between staff and patrons.

The Library does not give out or share personal information except in the following:

- To conduct normal library business, such as, but not limited to, issuing holds and notices or contracting with a collection agency
- For juveniles 17 years old or younger, parent or guardian may be provided information of checked out materials if the primary purpose is to pay fines or recover missing materials. Parent or guardian must present the juvenile's library card for access and appropriate identification. Parent or guardian may access the juvenile's account through the library's website with the appropriate patron card number and PIN (personal identification number).
- Registration and circulation records shall not be available to any agency of state, federal, or local government except pursuant to process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, and local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power. Such requests to release patron information will be forwarded to the Director immediately. Written documentation of all requests to release patron information is required.

- Warrants are immediately executable and staff should comply with law enforcement personnel in their execution. The Director will be notified whenever a warrant is used to gain access to patron information. A copy of the warrant will be retained by staff. The copy of the warrant will be delivered to the Director.

Patron Record Retention

Boyd County Public Library District retains the following information:

Borrower information

- Name, address, telephone number, birth date, ID number, and county of residence. For juveniles, the previous information and parent/guardian's information;
- If provided by borrower, email address;
- Either picture or signature capture;
- Items currently checked out on an account;
- Overdue history, this includes the title information on any item that was returned beyond the due date;
- Fine history which includes the title information on any item that was assessed a billing or damaged fine/fee;
- Canceled hold/reserve information, this includes the title information on a hold that was placed then canceled for any reason;
- Informational messages created by staff members and placed on an account;
- Any hold/reserve item where the patron opted for retention.

Interlibrary Loan request history

The Library is required to follow the "Record Retention Schedule" prepared by State Records Branch, Public Records Division, Kentucky Department for Libraries and Archives. Series 183 states that interlibrary loan request records must be kept for two (2) years after which they are destroyed.

Reading History

- The Library does not retain lists of items checked out by individuals other than items currently on an account.
- Once returned and removed from an account, an electronic link is created to the last person who checked out the item, which is replaced as soon as someone else checks out the item.
- However, users have the option of turning on "Reading History" in the online catalog under "Patron Account".
- Reading history may be subject to review under the United States PATRIOT Act or through a properly executed subpoena or search warrant.

Outreach Services

Revised May 2019

Home Delivery Services

Homebound services are provided for individuals in the county who are prevented from using a branch library. A staff member or a trained volunteer will provide library service to homebound individuals who qualify by meeting one or more eligibility criteria.

Services will be provided to qualifying individuals on a first come, first served basis and will continue as long as criteria are met and service is desired.

Services to the homebound will be approximately twice per month. Loan periods are extended to accommodate the needs of the homebound patron. There is no charge for overdue or lost materials.

Criteria for Eligibility

- Boyd County residents only
- Individuals who are mentally or physically disabled and unable to access a branch library
- Individuals who are unable to transport materials from a branch library due to physical limitations
- Residents of nursing homes or other extended care facilities

Application process

- Request for service must be made in writing
- Applications are available from the Outreach Specialist or Public Services Manager
- Request must be accompanied by a note from a physician or other health care provider attesting to applicant's inability to visit due to physical limitations

Service is reviewed annually or as needed. The Library reserves the right to deny service or cancel delivery at any time.

Group Presentations and Services

Storytelling and child appropriate visits by library staff are available upon request.

Book talks, speaking arrangements, informational addresses, etc. by library staff are available upon request.

Interlibrary Loan

Interlibrary loan is a free service offered to Library patrons. It is used as a means of providing material not available in the library's collection where purchase of such material is not possible or is not deemed appropriate.

Loan periods

The circulation period of interlibrary loan material is determined by the lending library. Other terms or conditions may be imposed by the lending library.

Renewals are restricted by the lending library. Requests for renewals will be honored in cooperation with the lending library if possible. Renewal requests are referred to the Interlibrary Loan staff. Should a patron request an Interlibrary Loan renewal at a time when the Interlibrary Loan Specialist is unavailable, Public Services staff may grant a one-time one-week renewal.

Limits

- Interlibrary loan is only available to users with a current, valid BCPL borrower's card.
- Borrowers may have up to ten requests submitted at any one time.
- Photocopies of articles must be accompanied by the source, title, volume number, issue number and date of the article. Patrons are responsible for any photocopying charges that are applied by the lending library.
- Requests for genealogical materials should be accompanied by a specific title for the material requested.
- Requests for bestseller materials or materials that are within one year of the publication date are recommended for purchase for the library.
- The Library will not attempt to borrow video games, any items that are in high-demand by patrons, or items that are within one year of the publication date from other libraries. Requests for such materials are recommended for purchase.
- Other limits
 - Some materials may be restricted by the lending library
 - Some requests may incur a charge by the lending library that the Library will pass on to the patrons
In such cases, the patron will be notified by the Interlibrary Loan Specialist before the request is placed.

Check out and overdue material

- Interlibrary loan materials are checked out on the patron's library card.
- Patrons are responsible for any charges that may apply.
- Patrons are responsible for loss, damage, and associated costs or fees while the materials are in their possession.
- The Library reserves the right to suspend interlibrary loan privileges for any reason. Privileges will be suspended under the following conditions:
 - Overdue interlibrary loan materials
 - Habitual return of interlibrary loan materials late
 - Interlibrary loan materials repeatedly not picked up
 - Library accounts that have been restricted

Interlibrary Loan Services to Other Libraries

Interlibrary loan services are provided to other libraries that are part of the loaning network. Items check out for four weeks in most cases.

The following guidelines apply to loans to other institutions and libraries:

- Circulating materials and selected reference materials are available for lending to other institutions and libraries
- The Library does not loan video games, any items that are in high-demand by patrons, or items that are within one year of the publication date
- Reference materials will be loaned only if regular service will not be disrupted
- Items loaned to other institutions and libraries will be checked out to the Interlibrary Loan Department
- There are no charges or fees for lending materials
- Requesting library is responsible for lost or damaged items
- BCPL will utilize statewide courier, if available. Otherwise, there are no charges for postage
- The Library will contact the borrowing library when materials become overdue. Other libraries may be prohibited from borrowing where a poor borrowing history becomes evident

Additional Services to Other Organizations

Additional services to other libraries or organizations are available, provided staff and budget allows. Special services must be approved by the Library Director.

Electronic Resources

Revised May 2019

Library catalog

Access to Boyd County Public Library catalog is available to all users and there is no charge for using it. Access to the catalog is provided in several ways:

- Through computers dedicated to the catalog at each location
- Through the library's website at thebookplace.org
- Through the library's app (Apple and Android)

Users with valid library cards and PIN (personal identification number) may use the catalog to:

- Place a hold on an item and indicate which location to pick the item up at
- Access their account:
 - To renew items that are checked out
 - To see what is checked out on the account or on hold

Website

The Library's website, thebookplace.org, provides access to the library catalog, online databases, and information about services offered. The website is available 24 hours a day, 7 days a week.

Library App (Apple and Android)

The Library's app (available for Apple and Android devices) provides access to the library catalog, many online databases, information about services offered, and access to thebookplace.org (the library's website).

Gaming Systems

Gaming systems are available at all three branches. These stand-alone platforms are available to use on a first come/first use basis. Game controllers, accessories, and games are available to checkout at the Front Desk.

Public use computers

The Library provides computers, desktops and laptops, for public use. There is no charge for using the computers, except for printing. A library card, or guest pass and ID, are required to use public computers. Computer use is on a first come/first reserved basis. Computer time is limited to two (2) sessions per day system wide, with a maximum of 120 minutes per session.

Youth Computers

These computers are reserved for youth use (12 years of age or younger). Anyone using these computers must be accompanied by someone 12 or younger at the computer. Under no circumstances may someone over the age of 12 use a Youth Computer unattended. Computer use is on a first come/first reserved basis.

Main Library Genealogy/Winder Room Computers

These computers are reserved for users of the room's resources to conduct local history and genealogy research. Anyone using these computers must be doing related research or with someone doing research on the computer. Computer use is on a first come/first use basis. Reservations are not available for the Winder Room's computers.

Internet Acceptable Use

Boyd County Public Library will make the resources available on the Internet accessible to all patrons having a valid library card or appropriate ID. Patrons 17 years of age or younger must have authorization by a parent or guardian to access the Internet. Parent or guardian must be present and provide appropriate ID when authorizing a minor's use.

The Library does not monitor, and has no control over, the information accessed through the Internet and cannot be responsible for its content. Much of the information on the Internet is timely, useful, and/or entertaining. Some of it is dated, erroneous, or offensive. This is also the case with printed materials. Library users should cast a cautious and critical eye on any and all data they discover.

The job of the library is access, not endorsement.

Filtering

The Library employs the use of filtering software. Filtering software is designed and implemented to support the Library's policies in providing Internet access.

Patrons who are eighteen years of age and above may request that the filtering software be disabled. The filter may be disabled by the patron or with the assistance of the Library's staff. Staff will not require an explanation for disabling the filter.

The filter will not be disabled for any patron under the age of eighteen. A juvenile may remain in the presence of an adult who has requested the filter be disabled. The adult must remain at the computer during the time that the filter is disabled.

Patrons may not subvert the Library's filter on Internet access. Any attempt to do so could result in loss of privileges.

The Library's policies regarding the use of its computers and Internet access remain in effect when the filter has been disabled.

Some public computers may be designated as "filtered only" at the Library's discretion. The filter will not be disabled on these designated computers. Filters are placed on all computers.

Privacy

The Library does not provide privacy for individual users. There is no expectation of privacy or security on the Internet. Therefore sending or receipt of any information through the Internet is at the sole risk of the user.

Staff encourages patrons to be diligent, careful, and suspicious when providing personal information on any website.

User Risks and Responsibilities

The Internet offers unlimited global access to information. However, not all sources on the Internet provide information that is accurate, current, legal, or philosophically acceptable to everyone. The Library is unable to monitor or control the content of the materials on the Internet. Users of the Internet are responsible for their own choices. Parents and guardians are responsible for the use of these resources by their own minor children.

As with the Internet, games available may be not be philosophically acceptable to everyone. The Library is unable to monitor or control the content of the games. Users are responsible for their own choices. Parents and guardians are responsible for the use of these resources by their own minor children.

Misuse of the Library's computers, gaming systems, and/or the Internet will result in loss of access. The Library reserves the right to end a computer, gaming, or Internet session at any time. In utilizing the resources of the library, including the Internet, patrons are expected to be both law-abiding and civil. Unacceptable use of the library's resources may result in loss of library privileges or appropriate legal action.

Limits and Reservations

- Desktop computers

The Library uses automated time-keeping software to track the use of the public use computers. A valid BCPL card is required to access this system. With a valid picture ID, a guest pass, or temporary number, may be generated for patrons who do not have a Boyd County Public Library card.

Users are limited to two hours per session but may have up to two sessions per day. The number of sessions may be limited if other patrons are waiting for computers or if a substantial number of the Library's computers are currently in use.

Workstations may be reserved by patrons using the Library's automated software. No other reservations will be accepted. Reservations may only be made in person.

A maximum of two patrons may use a single computer at one time.

- Laptop Computers

The Library provides laptops through a kiosk that dispenses laptops for in-library use. A valid BCPL card is required to access this system. With a valid picture ID, a guest pass, or temporary number, may be generated for patrons who do not have a Boyd County Public Library card.

Users are limited to two hours per laptop which is the average charge time for each machine. Users may have up to two sessions per day. The number of sessions may be limited if other patrons are waiting for a laptop or if a substantial number of the Library's laptops are in use.

- **Gaming Systems**

The Library provides gaming systems with a variety of gaming options. A valid BCPL card is required to access the gaming systems.

Game time is unlimited. Gaming sessions may be limited if other patrons are waiting to use the system. Up to four people may use a gaming system at one time.

Wireless Network

Wireless access to the Internet is available throughout the district. Patrons may use their own hardware to access the wireless network.

Library policies concerning "Internet Acceptable Use", "Privacy", and "User Risks and Responsibilities" also apply to wireless users.

Failure to adhere to these rules may result in the loss of wireless privileges.

Modification and Downloading

To maintain the integrity and security of the library computer and gaming systems, users may not upload or install other software, reconfigure the software, change settings on any computer or gaming system, or exit the software to initiate commands from any of operating set-up program or command prompts.

Downloading is permitted. Users must provide their own storage media. Downloaded materials will not be retained on the Library's computers or gaming system. Information downloaded from the Internet may contain malicious elements (like computer viruses) that could result in loss of data or damage to other computer equipment. The Library is not responsible for damage to a person's storage media nor for any loss of data, damage or liability that may occur from the use of the Library's computers.

It is recommended that patrons be aware of the time and complete all file saving and/or printing before the end of the time reserved.

Copyright

Software is copyrighted, including any programs residing on the hard drive. Media (such as, but not limited to, movies, music, audiobooks, ematerials), regardless of format, is covered under United States copyright laws. It is a violation to copy library software and media for any purpose, even for personal use.

The copyright laws of the United States (Title 17 US Code) governs the printing of copyrighted material. The Library is not liable for any infringement by its patrons.

Staff Assistance for Computer Use

Staff are available to answer basic questions such as how to start a program, how to save a file, how to print a document, etc.

More in-depth questions will be answered as time allows. There are printed materials available for use. Patrons who have never used a computer before should plan to spend two hours learning the basics and an additional two hours producing a document.

Personalized training may be scheduled as time and staff allow.

Special Collections

Revised May 2019

Reference

The Library has available specialized informational materials used to answer specific needs. These materials are open to the public. The collection is library use only and does not check out. Patrons may make a total of ten (10) copies per day free of charge from Reference materials.

Minnie C. Winder Room (for Genealogy and Local History)

Genealogical collection contains materials dealing with family histories from Ashland, Boyd County, and surrounding areas. Local History collections contain materials dealing with the history of the area.

Materials are accessible in several different formats print, microform, and electronic via online. Some materials in this room may not be photocopied. Most of these materials are open to the public. The collections are library use only and do not check out.

Microfilm and Microfiche

A collection of back issues of local and area newspapers, genealogical information, and periodicals are available and open to the public. Printing from the microform machine is available and the charges are posted. The collections are library use only and do not check out.

Closed Stacks and Storage

The Library maintains an archival collection of local history and genealogical materials. These materials, both on and offsite, are not open to the public. The collections are available for use on a restricted basis and do not check out.

Arnold Hanners Photograph Collection

The Hanners collection contains vintage photographs and newspaper items of Arnold Hanners covering much of the Boyd County area with emphasis on Ashland. These materials are available through the library's website. The actual items of the collection are available for use on a restricted basis and do not check out.

Kentuckiana

This collection of materials deals with Kentucky history, government, travel, and other areas of interest about the Commonwealth. The collections can be found in Reference, Winder Room, and the Non-Fiction departments. Items in the Non-Fiction collection are available to check out.

Equipment and Tech Lab

Boyd County Public Library provides limited use of some equipment. In addition, the library has a hands-on technology lab for limited use. All equipment is library use only and may not be removed from any library building.

Library Conduct

Revised May 2019

Acceptable Behavior Standards

All persons have free access to the Library during the open hours and the right to the reasonable use of its facilities and services. The Library seeks to provide a positive, nurturing, and welcoming community space where patrons of all ages can learn and explore their interests through educational/recreational programs, reading materials, online resources, and by independent study.

Patrons should be able to enjoy the Library's buildings and grounds in a relatively calm atmosphere that encompasses the needs of children, teenagers, and adults. The Library, however, expects reasonable behavior from its users. Anti-social or problem behavior is an unacceptable infringement of the rights of others in the use of the Library including the staff members and volunteers who provide services. It is the policy of the Library to maintain a safe facility, free from any threat of physical violence, emotional abuse, disruptive behavior, or any form of intimidation.

In utilizing the resources of Boyd County Public Library, users are expected to be both law-abiding and civil.

The Library can restrict or prohibit the use of its facilities and grounds.

The following guidelines apply:

- Respect for other Library users and staff shall prevail at all times;
- Talking shall be limited to quiet tones and low voices;
- No tobacco use is allowed inside the Library including the use of electronic cigarettes/vapor devices and no smoking is allowed on the Library's property;
- Obscene, vulgar, abusive, or harassing language will not be permitted, whether used verbally, written, or displayed in such a way as to be audible or visible to others in the Library;
- Shoes and shirts are required at all times while using the Library; no wet clothing will be allowed in the library.
- Sleeping is prohibited;
- Public restrooms may not be used for bathing;
- Animals are not permitted, with the following exceptions
 - Those assisting persons with disabilities as defined by the Americans with Disabilities Act;
 - Animals that are part of library programming;
 - Owners out walking their dogs are welcome to briefly stop in to use library facilities and collections

The behavior of any animal is the responsibility of the owner or person bringing it into the library. Anyone bringing an animal may be asked to leave or remove his/her animal if that animal misbehaves in any way.

- Use and possession of controlled substances, drugs or alcohol is prohibited on Library property;

- Criminal mischief to Library property is not permitted;
- Begging, soliciting, or gambling is not permitted.

The Library maintains the right to inspect all packages of visitors entering or leaving the Library. The Library has the right to restrict visitors from entering the Library with large bundles, carts, bicycles, or similar items.

Anyone who refuses to leave the Library at the request of a staff member is guilty of criminal trespass and is subject to arrest and prosecution.

The Library may take appropriate legal measures to enforce these behaviors or to prevent access to individuals who refuse to comply.

The Director, or designee, will determine if an individual is to be denied the use of the Library or any of its services. Notice of this action will then be provided to the patron. The notice will include the reasons for the ban and its duration. Library staff will be notified of this decision. Where necessary, conditions may be placed upon the patron before use of the Library is resumed. Limited use of the Library's resources will be determined by the Library Director.

Deadly Weapons

Revised May 2019

Boyd County Public Library strives to provide a safe, inviting environment for its patrons and staff members. The Library holds that carrying a deadly weapon on the Library's property may not be conducive to fostering such an environment for all staff and patrons.

The Library acknowledges that many objects, even ones commonly found in the Library's facilities, could become "deadly weapons". For the purposes of this policy, however, a "deadly weapon" includes "firearms" and "handguns" as defined in the Kentucky Revised Statutes, along with any weapon that meets the requirements for a concealed carry permit regardless of whether the weapon is carried in a concealed manner.

Deadly weapons discouraged

KRS 65.870 allows the open or concealed carrying of deadly weapons in many public facilities. The Library will not restrict the protections and rights granted under this statute. While the Library requests that patrons and staff members refrain from carrying a deadly weapon onto the Library's property, the Library will tolerate the possession of such weapons in accordance with the law.

Zero tolerance

The Library recognizes that the display of deadly weapons may create an uncomfortable environment for patrons or staff members. The Library's staff members are instructed to contact the police immediately in any situation where the behavior of a person causes a substantial disturbance or threat, with the presence of a deadly weapon being of special significance. The brandishing of a deadly weapon, under any circumstances, will be considered just cause for contacting the police.

Juveniles and Firearms

KRS 527.100 specifically prohibits the carrying of a deadly weapon by a person under the age of eighteen. When a staff member suspects that anyone carrying a deadly weapon is under the age of eighteen, the police will be contacted immediately.

Comments and Suggestions

Revised May 2019

The Library values the input of its patrons regarding its services, staff, and facilities. Each branch maintains an appropriate receptacle to collect suggestions and comments from patrons. Through its website and social media presence, the Library also gathers input from library users.

Review of suggestions

Public Service staff will check suggestion boxes weekly. Online comments will be regularly monitored by the public relations staff. Suggestions may be forwarded to the appropriate department or Library Director.

Response

When possible and as appropriate, the Library will respond to the suggestions of patrons. Generally, the Library's department managers and public relations staff respond to suggestions that are received. Other suggestions may be sent to the Director for a response.

Suggestions and questions for the Library Board of Trustees

Suggestions or questions may be emailed to the Library Director (director@thebookplace.org) or sent through postal mail to the Library Board (Boyd County Public Library 1740 Central Ave, Ashland, KY 41101).

Security

Revised May 2019

Security

The Library reserves the right to search bags and personal items.

Personal Items

Patrons are responsible for safeguarding their personal items. The Library assumes no responsibility for personal items carried into the library or left unattended. Any unattended personal items will be considered abandoned, then collected and placed in "lost and found" or authorities called as necessary.

Security Gates

The Library utilizes security gates to identify when items are taken out without being checked out. Occasionally non-library items, items from other libraries, or items not properly deactivated will set off the gate. In these cases the library staff will determine the cause and make every attempt to rectify the situation.

Video Surveillance Cameras

Video surveillance cameras are used at all library facilities. The Library does not employ the use of hidden surveillance equipment and does not record activity in areas of the Library where there is a reasonable expectation of privacy. Signs are posted at the entrance to the Library's facilities to alert patrons and staff of the use of video surveillance equipment.

Cameras are used to aid in the prosecution of any crime committed against the library. The Library's use of this equipment is not intended to give any false impression of security nor are they continuously monitored. Images are stored onto a hard drive and kept for up to 30 days, depending on the level of activity.

Access to video surveillance

These images are part of the library's open records. To request access to or a copy of activities:

- Request must be made in writing to the library director;
- It must include the day and time requested (no more than a two hour window will be accepted);
- The Library is unable to grant requests to review days and/or weeks of stored images.

Neither the Library nor its staff will use video surveillance equipment or recordings for personal gain, in a discriminatory fashion, as a form of retaliation, or in violation of any applicable laws/statutes regarding the use of such equipment. Inappropriate use or access to video surveillance recordings (whether live or as a recorded event) by the Library's staff will be treated with absolutely no tolerance and may be the sole reason for termination of employment.

Unattended Children and Child Safety

Revised May 2019

The Library seeks to be a safe place for people of all ages, but the safety of children is of the highest importance. To that end, the Library has adopted a policy on “Unacceptable Conduct” along with other policies to ensure that the Library environment is a safe and welcoming place. While providing a safe environment is important, the care of children is ultimately the responsibility of the caregiver(s).

Definitions

For the purposes of this policy, the following definitions shall apply:

- A “child” is considered to be a patron who is 17 years of age or younger;
- A child is considered to be “unattended” when the caregiver is unable to communicate with the child verbally at a reasonable volume;
- A “disruptive” child is one whose actions disturb others or damage items belonging to the Library or to others;
- A “caregiver” must be over 13 years of age (meaning a “child” might also be a “caregiver” to other children who are under the age of 13).

Neglect or Abuse

The Library is not responsible for unattended children and is mandated by statute to report suspected neglect or abuse. (KRS 620.030: “*Any person who knows or has reasonable cause to believe a child is dependent, neglected, or abused shall immediately cause an oral or written report to be made...*”)

In no instance may a child under the age of thirteen be left without a caregiver physically present in the building.

Neglect will be reported to law enforcement in the following cases:

- Children aged 5 or under who are left unattended for any length of time;
- Children aged 6-9 who are left unattended for more than 30 minutes;
- Children aged 10-12 who are left unattended for 2 hours or more.
- Any case of suspected abuse will be reported to the Director.

Disruptive behavior

The Library will report to law enforcement any instance where an unattended child is disruptive and does not respond to the correction of staff. Law enforcement may be asked to remove unattended children whose caregivers cannot be found.

People of any age with special needs which render necessary supervision, shall be accompanied by a caregiver at all times.

Children left after closing

When a child (under 17 years of age) is unattended at the time the Library closes, two staff members will remain with the child and make a reasonable attempt to contact the caregiver. If staff are unable to contact the caregiver, law enforcement will be called to

take custody of the child. Staff will remain with the child until law enforcement takes custody.

UNDER NO CIRCUMSTANCES will library staff transport or take a child away from the library building.

Notices, Distributed Material, Petitions, and Political Literature

Created May 2019

Notices and Community Bulletin Board

The Library provides bulletin board and wall space for the display of posters, notices, and flyers that are of community interest. The Library reserves the right to limit the length of time materials will be displayed. The Library's staff will dispose of the displayed materials after an appropriate time (normally thirty days) unless other arrangements have been made. All posters, notices, and flyers must have prior approval from the Library Director (or designee). The Library assumes no responsibility for the content of posted materials.

Distributed Material

Brochures, leaflets, newsletters and like materials produced by other organizations may be distributed from the Library, space permitting. Such material will be of interest to the general public and appropriate for library patrons. All distributed material should be offered free of charge.

The Library's staff will not actively solicit or distribute any materials for any outside organization without special approval from the Director. The Library will not store extra copies nor archival issues of distributed material.

Distributed material will be discarded if space becomes limited, the needs of the Library change, or the material becomes dated. Most materials will be discarded after an appropriate time (usually thirty days) unless other arrangements are made.

All distributed material must have prior approval from the Library Director or his/her designee.

Petitions for the Library

The Library may occasionally solicit signatures for petitions where the best interests of the Library are concerned. Petitions and the solicitation of signatures for them will be approved by the Board of Trustees.

Petitions and Literature for Outside Organizations

While the Library maintains its position in the community as a neutral political entity, the Library also recognizes its position as a community resource and a community meeting point. As such, the Library may retain, with the approval of the Library Director, petitions for other individuals, organizations or interests.

The Library is under no obligation to retain any petition or information and may refuse to do so at any time. When the Library chooses to retain petitions or information for an outside entity, the following conditions apply:

- The Library will not advertise the information, seek public comment, or solicit endorsement from its patrons;

- The Library will hold materials at the Information Desk for a period of thirty days unless other arrangements are made;
- The Library will not verify or endorse any signatures that are collected
- The Library will not collect nor solicit donations, contributions, dues, or other payments for any outside organizations.
- The name of the Library may only be used as a location for citizens to view materials or sign petitions.

It is the responsibility of the individual, organization or interest to collect its information. Any information not collected may be disposed of after the thirty day holding period has elapsed.

Political Literature

Except in cases where the Library solicits such information, political literature will not be displayed nor distributed. Political literature that is solicited will be requested and retained only for research or informational purposes. In such cases, the Library will seek to solicit only those materials which are non-partisan in nature or those which provide a fair and balanced approach to an issue.

Appeals

Appeals to any decision of the Library Director concerning this policy should be made to the Board of Trustees in writing. The Board will provide a written decision within thirty days.

Sponsorships

Created May 2019

The Board of Trustees of Boyd County Public Library believes that public libraries play an essential role in the quality of life of the community which they serve. In this important function, libraries should be supported through public and private funding. Accordingly, the Library seeks and welcomes gifts, grants, and/or support in the form of sponsorship from individuals, foundations, businesses, and other organizations in order to maintain and expand its collections and services and to make its collections and services easily accessible and available to all patrons who seek to use them.

Acceptance of Solicitation of Gifts Grants, and/or Support

- All gifts, grants, and/or support must further the Library's mission, goals, objectives, and priorities. No gift, grant, or support will be accepted if the donor or sponsor seeks to limit, restrict, or impose any restraint on access to the Library, or the collections, or services.
- All gifts, grants, and/or support must not compromise equity of access to the Library's collections or services. Gifts, grants, and/or support agreements must not give unfair advantage or disadvantage to, or cause discrimination against, any person, patron of the Library, group, or any sector of the community.
- All gifts, grants, and/or support must protect the principle of intellectual freedom, which is foundational to the Library. No donor or sponsor may restrict the Library's maintenance of its existing collections or the selection of books and other materials that will be added to or removed from the Library's collection. The Library may accept gifts, grants, and/or support offered with the desire and intent to establish a collection of books and other materials on a specific topic or topics subject to all of the guidelines expressed herein. The donor or sponsor may define reasonable guidelines for the selection of books and other materials to be included in the sponsored collection in consultation with the Director, who retains the right of refusal of any such guidelines. No donor or sponsor may require endorsement of any products or services in exchange for the gift, grant, and/or support.
- All gifts, grants, and/or support must ensure the confidentiality of the Library's patrons. The Library will not sell, donate, or provide access by any means to patron records in exchange for gifts, grants, and/or support without express, written authorization of the Director.
- All gifts, grants, and/or support must leave open, and cannot restrict, the opportunity for other actual or potential donors, known or unknown, to have similar opportunities to provide support to the Library or to make a gift or donation of money, goods or services. Gifts of books or other material, on any form of media, will be accepted in accordance with the terms outlined in the Library's Collection Development Policy.
- The Board of Trustees, in consultation with the Director and other interested parties, retain the authority to accept or reject any gift, grant, and/or support.

Recognition and Acknowledgement

The Library will ensure that each sponsor receives acknowledgement, and, as agreed upon with the donor, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors:

- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors. Any special recognition agreements will be stipulated in the letter.
- Public acknowledgement of sponsorship in the Library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Such acknowledgement will not take precedence or have prominence over the Library's own logo or promotional material.
- For gifts and/or sponsorships valued at over \$500, the Library may submit a press release to local newspapers and/or publish an article regarding the sponsorship in its social media at its discretion and with the agreement of donor.
- Acknowledgement of sponsorship may also take the following forms at the Library's discretion:
 - Launch of a special program or media campaign to announce the gift;
 - Include sponsor's name on promotional materials;
 - Small standardized plaques may be placed on donated furniture or equipment;
 - Library bookplates may be placed on donated items.

In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the Library.

Approval

Subject to the guidelines outlined above, all gifts, grants, and/or support given with special requirements must be approved by the Director. At the Director's discretion, the Board of Trustees may be consulted or advised prior to the acceptance of such gift, grant, and/or support. Any solicitation of gifts, grants, or in-kind support by the Library's staff must receive prior approval of the Director.

Authority for Implementation

The Library reserves the right to make decisions regarding the implementation of each gift, grant, or offer of in-kind support without setting precedent in any future decisions and without regard to past decisions. Subject to the guidelines of this policy and any acceptable guidelines requested by a donor or sponsor, the Library's management will make all decisions regarding the purchase of books and other materials, equipment, furnishings, and other necessary components required to accept a gift, grant, and/or support. Likewise, subject to the guidelines of this policy and any acceptable guidelines requested by a donor or sponsor, the Library's management will make all decisions regarding the design of programs and services supported by a gift or grant.

The Library reserves the right not to accept any gift, grant, and/or support for any reason consistent with these guidelines and to end any arrangements at any time if, in the opinion of the Director or the Library Board, acceptance might cause harm to the Library's services, the Library's image, or to the preservation of the Library's good will in the community.

Teen Areas

Created June 2019

Main and Kyova branches have areas that are designated specifically for use by teens, ages 13 through High School. These areas have collections and formats, seating, and gaming equipment of specific interest to Teens.

The library recognizes that adults and children may need to have access to these materials and areas as well. At the same time, Teens need to feel welcome and safe while using the space. With that in mind, the seating areas and gaming systems in the Teen spaces have restricted adult use. Adults may access the collections at any time the library is open. However, the seating areas and gaming systems are only available to adults during the following times:

- school days and school hours, Monday through Friday 9 am to 4 pm
- non-school days, such as weekends, summers, and holidays, 9 am to 1 pm

Adults are defined as anyone out of high school or over the age of 17. Misuse of the Library's Teen areas by adult will result in loss of access.

The Library reserves the right to remove anyone from the Teen Area who is not a teen or who is disruptive.

Other Services

Revised May 2019

Copier and Fax Services

Each library branch offers use of a self-service copier and a fax machine. Cost for copying and fax sending/receiving are posted at each location.

Notary Services

Notary services are provided free of charge at all locations, depending on availability of staff. Staff provide verification of signature only.

Test Proctoring

The Library provides proctoring services free of charge during library hours. See library staff to schedule a test.

Tours

Library tours are available at each location. They may be tailored to meet the needs of each group, including specialized activities or presentations as requested. All tours should be scheduled at least one (1) business day in advance and are subject to available staff.

Use of Supplies

Library users are encouraged to provide their own supplies. The Library provides limited use of office supplies and small office equipment. Blank paper is available for five cents a sheet.