

Library Center of the Ozarks

Child Safety Policy

The Library Center of the Ozarks welcomes children to our facility and encourages them and their families to use the library's materials, services and programs. We strive to provide a safe and appropriate environment for visitors of all ages; however, the Library is not a childcare provider.

Parents, guardians, or caretakers are responsible for monitoring and regulating the behavior of children under their supervision. Library staff members are not permitted to take on that responsibility.

- Children younger than 12 years of age may not be left unattended in the Library. They must be accompanied by a parent, guardian, or a caretaker, 16 years of age or older.
- If a child under the age of 12 is at the Library without proper supervision, Library staff will attempt to contact the child's parent, guardian, or caretaker. If the staff is unable to contact a parent or guardian, or if the parent or guardian contacted does not arrive promptly to take supervision of the child, staff will contact the Police Department.
- Children 12 and older may be left unattended if they work quietly and follow Library rules. Such children must have some form of identification and parent/guardian contact information with them. Disruptive children will be asked to leave the Library. If a problem arises and the staff is unable to contact the parent or guardian the Police Department may be called.
- If any child under the age of 16 is left unattended at closing time or in the event of an emergency, Library staff will call the Police Department. Library staff members are not permitted to transport children in personal vehicles under any circumstances.

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Library Behavior Policy

In order to provide a safe and comfortable environment for library users and staff, the Library Center of the Ozarks adopts the following policy regarding patron conduct and responsibility. The Library is open to the public without regard to race, age, gender, religion, national origin, political affiliation, sexual orientation, gender identity, or disabilities. People entering the library are expected to respect the rights of other patrons. Shirts, pants, and shoes are required. Any behavior that is disruptive to library use is prohibited.

For the comfort and safety of our patrons and staff and the protection of library property, the following are not permitted in the library (meeting rooms have their own guidelines):

- Any activity in violation of federal, state, or local law
- Disorderly or disruptive conduct
- Using threatening or abusive language or behavior
- Using alcohol or illegal drugs
- Using tobacco products and smoking (including electronic cigarettes)
- Sleeping or loitering
- Drinks without lids
- Eating
 - Programs which include food or drinks will be acceptable based on library approval.
- Solicitation of any type, panhandling or distributing food, drinks, or pamphlets
- Unattended bags
- Animals, except for service animals or those used for library programs .

Patrons who harm or damage library property will be responsible for the cost of the item. Library staff may revoke borrowing privileges and/or deny library privileges to patrons violating this policy.

Any person who is asked to leave the library or library property and refuses to do so shall be considered a trespasser and may be subject to citation or arrest.

A patron whose privileges have been denied by library staff may appeal to the Board of Trustees in writing within seven days from the date the patron's privileges were denied. The Trustees shall review the request and hear from library leadership to determine such an appeal within fourteen days. The decision of the Trustees will be final.

Library leadership has the authority to establish guidelines and procedures as necessary to carry out this policy and ensure the safety of patrons and staff.

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PUBLIC USE OF LIBRARY TECHNOLOGY POLICY

The following policy will cover:

- Technology Guidelines
- Internet Access
- Public Computers, printers and devices

Key Guidelines for Use

- Library technology cannot be used for any illegal activities (including illegal peer-to-peer file sharing); producing or transmitting any threatening, obscene, or harassing materials or computer viruses; accessing pornographic websites; attempting to circumvent filters; taking any action which could violate the privacy of another individual; or damaging or disrupting Library equipment, software, or data transmission.
- The Library cannot be held responsible for the use of Library technology for commercial purposes.
- The use of Library technology is carefully monitored to ensure compliance with Library policies. Appropriate steps will be taken to prevent misuse or abuse of Library computers and internet services. Repeated or serious violators risk losing Library privileges and will be held financially liable for any physical damage caused.
- As with other Library materials, restriction and supervision of a child's access to Library computers and the internet is the responsibility of the parent or legal guardian.
- By choosing to use these free services, patrons agree to abide by all applicable Library District policies. Failure to read or understand rules does not excuse a user for disobeying them.

Internet Access

- The Library reserves the right to limit bandwidth or services on a per connection basis on the network, as necessary, to ensure network reliability and fair sharing of network resources for all users.
- Users may not extend or modify the network in any way. This includes adding access points or installing bridges, switches, hubs, or repeaters. The Library reserves the right to remove or disable any unauthorized points of access.
- The Library assumes no responsibility for the safety of equipment, data, or personal information when connected to the Library's network.

- While the Library network (except service available through hotspots) is filtered to comply with all applicable state and federal laws and Library policies, the Library has no control over what users choose to access. Any request to bypass the filters or access filtered websites should be directed to director@taneycountylibrary.org. Review will be conducted as soon as qualified staff are available.

Public Computers, Printers, and other Devices

- A technology fee for nonmembers is available for a cost of \$1 per hour.
- Library Center of the Ozarks reserves the right to set time limits for daily use based on availability and demand. Computers automatically log off 15 minutes before closing time.
- Users will be charged for all pages printed, even if they are accidental or unwanted.
- Users may not download or install any software or programs not already pre-installed by staff on Library computers. Please email requests for additional software to director@lcozarks.com.
- Users bear sole responsibility for any data loss or damage to personal devices used on Library equipment. It is the user's responsibility to secure any personal data during use and delete it from Library devices when finished. If concerned with security, patrons should contact library staff for support.
- Staff time prohibits lengthy one-on-one computer, software, or internet training outside of scheduled classes.

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Meeting & Study Room Policy

The Library Center of the Ozarks meeting and study rooms are for both Library and public use. Use in no way constitutes or implies an endorsement or sponsorship by the Library or its Board of Trustees of the organizations or individuals using the space, nor of any content, viewpoints, or beliefs presented.

The following guidelines govern non-Library use of the rooms. Any violation may result in a ban on use.

The Public Nature of Use

- Meetings must be open to the public unless it is a closed session of a public governmental body pursuant to the provisions of [RSMo 610](#).
- Due to the public nature of meeting rooms, booking requests shall be treated as public documents; and the Library reserves the right to take photos and videos of

events held in the rooms for its own records and for future promotional materials (see [Social Media Policy](#)).

Sales, Charges, Fees, & Fundraising

- Users cannot sell any products or services in the rooms.
- Admission charges, sales, and participation fees of any kind are prohibited. Political candidates, political action committees, and other political advocacy groups, either issue-related or candidate-driven, may not solicit or receive campaign contributions on Library property.
- Fundraising events of any kind are not permitted unless organized with advance Library approval to raise money for the Library.

Required Conduct & Legal Responsibilities

- Activities in Library meeting rooms must not disrupt Library operations. Users are expected to fully comply with posted occupancy limits, all Library policies including behavioral policies, and any applicable provisions of state and federal law.
- Users are expected to follow all federal, state, and local health and safety guidelines while using the meeting room which may include limited capacity, physical distancing, face coverings, and sanitizing.
- The Library does not assume liability for illness or injuries to individuals or damage to personal property that occur because of actions of the sponsors or participants in activities in its meeting rooms.
- A group or individual is responsible for cleaning the room at the completion of the meeting. All trash must be placed in a trash receptacle or removed by your organization immediately following the meeting. A vacuum cleaner is available if needed.

Room Rental Fee

Members

- Current members of the Library Center of the Ozarks may use rooms at no charge and must be in attendance.
- Rooms can be reserved one hour at a time, with a two-hour cap.
- The Member must be on-site at the time of the room rental.

Members who do not comply with the above will have a 1st time penalty of 14 days, and a second time penalty of 30 days. If the behavior persists the Library Leadership will make a recommendation.

Non-Members

- Non-members will be charged a non-refundable fee according to the room rented; the charge will take place at the time of reservation.

- Technology Room: \$25 flat fee for up to two hours.
 - Small Meeting Rooms: \$10 flat fee for up to two hours.
 - Conference Room: \$25 flat fee for up to two hours.
 - Program Room: \$25 flat fee for up to two hours.
- If a cancellation is needed, the non-member will do so within 24 hours of the rental time.

*If the Library Center of the Ozarks is closed due to weather or any other circumstances, the rooms will not be available, and a refund will be made.

Food Policy

Food which will be considered acceptable:

- Covered cups, including coffee, tea, or bottled water. No red liquids please.
- Individually wrapped treats or candy's (bags of crackers or cookies)
- No alcoholic beverages

A charge may be assessed if cleaning or repair is required by library staff.

Damage

- Your organization is responsible for any damage to library furnishings, fixtures, or equipment.
- Users may not use staples, tacks, or nails to hang items on walls.

Equipment

- Users may bring their own audiovisual equipment, laptop computers, flip charts, etc. Please bring an extension cord for any equipment needing power.
- If a user would like to use the Library's equipment, they will be required to receive instruction on its operation from a Library employee before the event. Contact library staff for training.
- Wireless internet is available at the library.

Meeting Times

- Meeting Rooms are available only during hours the library is open to the public.
- Meetings must end (including cleanup) 15 minutes prior to the library closing. It is the user's responsibility to confirm Library hours.

Reservation Guidelines

- Rooms can be reserved through the circulation desk.
- 24 Hour cancellation policy
- Library Sponsored programs have priority. (examples: summer reading programs, Board of Trustees Meeting, Friends of the Library)
- Library study rooms are available during Library operating hours on a walk-in basis.

- Rooms can be reserved by the same individual up to four times per month.
- Each organization or individual wishing to use a Library meeting room must agree to the user policies when booking a room.
- Reservations can be made up to 60 days in advance, on a first come first served basis. The library reserves the right to reschedule or cancel a meeting to accommodate library programs, operations, or weather conditions.
- It is the responsibility of any organization or individual to have age-appropriate designations affixed to any publication, website, or advertisement for such event or presentation as outlined by 15 CSR 30-200.015.
- Library Center of the Ozarks will keep an updated calendar at the circulation desk.
- Rooms should be returned to their original condition prior to leaving.

Rooms Available for Rental

Technology Room (1)

- Located on the main level
- Maximum capacity of 20 people
- Audio-Visual capabilities
- Seating can be modified
- 510 square feet

Small Study Room (1)

- Located on the main level
- Maximum capacity of six people
- One television for presentations
- Seating cannot be modified
- 140 square feet

Conference Room (1)

- Located on the lower level
- Maximum capacity of 30 people
- One television for presentations
- Seating can be modified
- 570 square feet

Program Room (1)

- Located on the lower level
- Seating can be modified
- 2,300 square feet

The Library leadership has the authority to adjust the policy according to circumstances.

Youth and the Library

The Library Center of the Ozarks makes a broad selection of library materials and information available for everyone, including minors. **Parents and/or guardians are responsible for what their child reads, and for materials checked out on their library card.**

The Library has special areas for children and teens with materials that appeal to various ages and interests. The Library also offers reading challenges, Storytimes, and other special programs for young people that often reference our collection. Programs such as these help kids learn to enjoy libraries and use them for their information and entertainment needs.

How We Decide What to Buy

Selection of Library material for children is delegated to the Library staff using the [Collection Development Policy](#) adopted by the Board of Trustees. Patrons can make suggestions using the online form in the catalog or by asking Library staff.

Material selection is based on awareness of community interests and concerns, national and international issues and events, publishing trends, societal trends, and the professional judgment of selectors regarding the material's value to the Library's collection. Selectors can consider many criteria when reaching a decision to purchase materials. Following are examples of criteria considered and items reviewed in the material selection process:

- Reviews from professional journals, popular magazines, and other media.
- Expressed or anticipated patron demand.
- Timeliness or permanence of the material.
- Quality, accuracy, or authenticity of materials.
- Inclusion of materials in a special bibliography or index.
- Scope and depth of our present collection or the availability of materials at other libraries in the area.
- Reputation or authority of the author or publisher.
- Format and price of material as well as space available to house it.

Sources used for selection include but are not limited to:

- Published reviews from authoritative review publications
- Publisher or vendor catalogs
- Professional or trade bibliographies
- Requests from schools or other partners
- Requests from individual customers

Materials selected from any source, including donations and customer requests, are subject to the same selection criteria.

Questions regarding Library Policies, including this policy, may be directed to the Library Director.

How Items are Placed in the Library

Before placing materials in the children's or teen sections, the Library has reviewed them and based on information from publishers and reviewers, has decided they are appropriate for those collections.

Placement of print materials in the Library is generally determined by publisher's grade and age reading recommendations.

The children's areas of the library contain materials recommended for birth to age 11, or birth to grade 6. Teen areas contain materials recommended for ages 12 to 17, or grade 7 to 12. All other areas are intended for use by all ages and contain materials recommended for ages 18 and up. Areas of the Library such as entryways or service desks are considered common areas and may contain displays of materials for children and adults.

These designations are only recommendations; parents and caregivers are best qualified to determine which items their own children and teens can check out.

While materials are separated for ease of use, patrons are not limited to these recommendations. All patrons are welcome to browse and check out any materials in the collection. **A minor's use of the library is the sole responsibility of their parent or guardian.**

How You Can Have a Say

From time to time, a library cardholder or resident of Branson-Hollister sub-district may be concerned about a particular book, or other material in the Library. If they want Library staff to reconsider material that is in the collection, a [Request for Reconsideration of Library Material](#) form may be requested. This form should be filled out and returned to a staff member or mailed to the Library Director. The Director will respond directly to the petitioner or refer the recommendation to an ad hoc staff review committee. The Committee will review the recommendation and prepare a report which will determine whether the materials in question meet the selection criteria of the Library. The Director will utilize the report in responding to the petitioner. The process will be completed within 30 days of receipt of the request. If there are concerns about this decision, a written appeal may be made to the Board of Trustees.

The item in question will not be removed from the shelf during the reconsideration process, and an item is only evaluated for reconsideration once in a twelve-month period. The Library is not required to reconsider Library materials that have been the subject of a previous request for reconsideration.

Programs and Events

All programs and events sponsored or held by the Library shall have an age-appropriate designation listed. Questions regarding Library programs may be directed to the Library Director or his/her designee.

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Volunteer Policy

The Library Center of the Ozarks welcomes volunteers to assist Library staff with various projects and activities. A “volunteer” is anyone who chooses to perform services for the Library without compensation or expectation of compensation and who performs volunteer services at the direction of the Library staff. A volunteer is not an employee of the Library.

General Information

- All volunteers must be reliable, consistent, and committed to providing excellent customer service.
- All positions require bending, stooping, reaching overhead, standing for an extended time, and may require the use of a stepstool and pushing a heaving book cart.
- Volunteering is conditional on adherence to the library's policies and expectations. Volunteers can be released from their duties at any time at the discretion of the Library.
- The Library cannot guarantee the placement of any person seeking to volunteer with the Library.
- Recruitment for volunteer’s placement, screening, and placement is the responsibility of the Library Director and his/her designee.
- Volunteers will not be allowed access to non-public areas when not volunteering.
- Individuals volunteering for the Library under the auspices of any other unit (e.g. scouts, churches, community organizations, etc.) may identify themselves with the unit, but may not promote it (other than wearing the uniform of the unit as applicable) while performing volunteer services in the Library.
- The Library reserves the right to obtain consent to perform background checks on volunteers.
- Employees who are no longer employed by the library must wait six months before volunteering in the Library.

Adult Volunteers (18+)

- All volunteers must complete the online application.
 - [Volunteer Application Form](#)

- Volunteers are selected based on their qualifications in relation to the needs of the Library.
- Volunteers must meet with Library staff before they are considered for and placed in a position.
- Volunteers are subject to the same rules of conduct and ethics as Library staff, including but not limited to its policies forbidding harassment, discrimination or workplace violence or threats of violence.
- Employees of the Library may not volunteer to perform on an uncompensated basis any service they are employed to perform.

Juvenile Volunteers

- Juvenile volunteers must be at least 14 years old.
- Younger volunteers may be considered if they are volunteering with and under the direct supervision of a parent or guardian.
- Volunteers under the age of 18 must have permission from a parent or guardian to perform volunteer services.

Friends of the Library

- The FOL are voting members who foster a positive relationship between the Library and community. They serve as advocates and fundraisers for the Library.
- FOL volunteers are recruited, screened, and trained by the FOL.

Nothing in this policy or in the volunteer's service to the Library shall create a contract or employment relationship between the volunteer and the Library. Both the volunteer and the Library have the right to end the volunteer's association with the Library at any time.

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Petitioning Policy

The Library Center of the Ozarks has established a reasonable boundary for gathering signatures on a petition, directly distributing campaign literature or staging statements of objection or protests.

- Petitioning, gathering signatures, directly distributing campaign literature, or engaging in statements of objection or protest inside the Library is prohibited.
- All engaged in the activities are asked to register at the main desk before beginning activities. Registration includes providing: name, company or organization represented, formal ballot language when applicable and contact number for possible complaints.

- Petitioners are asked to adhere to the [Library Behavior Policy](#). Any violations of this policy may result in expulsion from the property.
- The circulation of petitions outside Library facilities must not impede the free access of the public to library entrances/exits, resources, or parking areas. Petitioners may not pursue customers or staff into parking areas or inside library facilities.
- Harassment of any kind of patrons or Library staff is prohibited.
- Petitioners violating this policy, or the Library Behavior Policy will be asked to leave Library property. Petitioners who violate this policy more than once will be banned from petitioning.

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Community Bulletin Board and Public Notices Policy

The Library Center of the Ozarks provides a bulletin board and display rack for posting announcements and distribution of a general nature for events or activities that are free and of public interest.

- Items will be posted or made available subject to space on an equitable basis, regardless of the beliefs or affiliations of the individuals or groups represented.
- The Library Director or designated staff must approve all notices, posters, and free literature.
- In assigning space, preference is given to promoting and displaying events, activities, and services of the Library Center of the Ozarks and Friends of the Library.
- Because display space is limited, posters or notices larger than 11 x 14 may not be posted.
- Items related to a commercial profit-making business or of a strictly personal nature are not allowed.
- Inappropriate, profane, obscene, or personal notices or communications are not allowed.
- Campaign literature which endorses a person, platform or issue are not allowed.
- To allow fair access in the limited space to all public organizations, multiple items from a single organization may be limited to the most recent item or layered together, and size limitations may be imposed.
- Staff may discard items not approved for placement or excess copies of any items received. The Library is not responsible for the loss or defacement of materials posted or left for distribution.

- Posting a notice or placement of materials does not imply endorsement of the activity or sponsoring organization by the Library Center of the Ozarks.

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