



# Coos Bay Public Library Policy Manual

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## Public Complaints Policy

The Board welcomes constructive criticism to improve the Library. All complaints should be resolved through the proper channels in the following order:

1. Staff
2. Management
3. Director
4. Board

Any complaint about the Library, including policies, regulations, facilities, or services, will be referred through proper administrative channels before being presented to the Board for consideration and action. The Library Director or staff will summarize a public complaint in writing before that complaint comes before the Board.

# Circulation Policy

A library patron should present their library card to check out materials. If the library card is not in their possession, materials may be checked out with photo identification.

Patrons with outstanding fees over \$5.00 will not be allowed to check out additional materials.

Each card has a limit of fifty (50) items checked out at any one time.

Most circulating material may be borrowed by cardholders for either seven (7) days or three (3) weeks (21 days), depending on format. Special collections may have other borrowing times. Digital platform downloads have varying checkout periods.

Due dates are available through a receipt at time of checkout or by logging into their online account.

## **CHECK IN POLICY**

Items may be returned to any Coos or Curry County library in a designated book return. All items are checked for damage and for missing pieces before they are checked in and removed from a patron's account.

## **ITEMS RETURNED INCOMPLETE**

If a patron returns an item that is lacking one or more of its components, the patron is responsible for returning the missing component(s). The library will contact the patron. The item will not be removed from the patron's account (i.e. will not be checked-in) until the missing component(s) is/are returned. In the event the patron does not return the missing component(s) the item will be considered "lost" and the patron will be assessed the appropriate fees.

## **RENEWAL POLICY**

Approved by CBPL Board of Trustees 2021

Library materials automatically renew up to two times as long as there are no holds on the material. Digital materials may differ.

## **LOST MATERIALS**

If a patron loses an item, the patron is responsible for the replacement cost of that item. The replacement cost will be the amount the item is listed for sale as a new item and a processing fee. The patron can replace or substitute the lost item with another item with approval of library staff and pay the processing fee. In the event a lost item that has been paid for is found and is returned to the library, the patron will receive a refund minus the processing fee according to library procedures within 90 days of payment.

## **OVERDUE MATERIALS**

Materials checked out and not returned sixty-three (63) days after the due date are considered "lost." The patron is billed for the replacement costs of the materials plus processing fees.

## **DAMAGED MATERIALS**

Damage to items beyond normal wear and tear, including purposefully defacing or destroying library material, is the responsibility of the patron. Fees for damaged materials may be the replacement cost for the material.

If the patron has lost or permanently damaged a DVD, Blu Ray, or Music CD but still has the case, the patron is responsible for the entire amount of the item. The price of the case will not be subtracted from the replacement cost.

## **CLAIMS RETURNED OR CLAIMS NEVER HAD**

When a library patron claims that an item still charged out to them has been returned to the library, or that they never borrowed that item in the first place, the patron may request that the library mark the item as "Claims Returned". Patrons are limited to five (5) claimed returns in total for the duration of their valid library card. A patron will pay all replacement costs if they exceed the limit.

## **HOLDS**

Approved by CBPL Board of Trustees 2021

Patrons may place up to twenty-five (25) hold requests on circulating items. Items are held for nine (9) days for patron pickup. If the item is not picked up within the time allotted, the hold is cancelled, and the item is returned to circulation or fills the next hold in the queue.

In order to check out the hold item, the patron must present the library card on which the hold request was made or be a designated cardholder associated with the patron who originally placed the hold. No pickups will be allowed without the originating card or a designated patron association. If a patron presents the card that originated the hold or the patron has an associated library account, check-out will be allowed even if the cardholder is not present at the time of pick-up. No other account information will be shared without proper identification or presenting the library card.

# Library Card Policy

## I. TYPES OF LIBRARY CARD USERS

- a) Standard patron is a permanent resident or property owner of a taxing district in Coos or Curry Counties with full access to all library services.
- b) Out-of-County patron is one who does not reside or own property in a taxing district in Coos or Curry County. Out-of-County cards may be purchased for 12 months/365 days at the rate of \$100 per household per year. This card has full access to all library services.
- c) Provisional patrons are short-term residents, wanting a library card on a short-term basis such as camp hosts. This card has full access to electronic resources, up to 10 items checked out at any one time, up to three DVDs or CDs at any one time, and access to 3 holds at a time.
- d) Temporary patrons are residents of temporary housing such as shelters, or residents who have a PO Box but cannot show proof of a physical address. Status will be changed to Standard patron with proof of physical address. This card has full access to electronic resources and a maximum of 3 items checked out at any one time. There is a limit of 1 hold at a time on the card.
- e) One book patron status is for standard coastline patrons who have fees over \$5 and occurred when the patron was under 18 years of age. One book status does not apply to electronic media. The purpose of the one book status is to allow minor patrons the ability to borrow one book at a time while paying down their account. Once an account is below \$5, it will resume as Standard type. This card has full access to electronic resources and can check out one book at a time and have one hold at a time.
- f) One book patron status is also for children under the age of 13 who do not have parental consent at the time a coastline library card is issued. Once the child has parental consent, status will be changed to Standard type.
- g) Additional fees may be assessed at individual libraries for non-standard library cards.

## II. TO BECOME A COASTLINE LIBRARY CARD HOLDER

- a) Provide proof of identity with photo ID.
- b) Provide proof of mailing and physical address or property ownership.

## III. RESPONSIBILITIES OF ALL LIBRARY CARD USERS

- a. Abide by library rules regarding behavior, public computer uses, and use of materials.
- b. Accept full responsibility for items checked out on a Coastline card and all charges associated with its use.
- c. Return items on time and in good condition to any Coastline library in Coos or Curry county.
- d. Pay all lost or damaged fees in a timely manner. Library cards are blocked from usage with fees over \$5.
- e. Notify Coastline library if name or contact information has changed.
- f. Keep library card secure and notify a Coastline library if card is lost or stolen.
- g. Coastline library cards are nontransferable.
- h. Coastline libraries do not offer family cards.
- i. Coastline library card holders will not allow another person or organization the use of library card to access licensed databases or services.
- j. Library card holders assume full responsibility for any damages that may occur to personal equipment when using multimedia material.

**IV. RESPONSIBILITY OF PARENT/GUARDIAN OF A MINOR LIBRARY PATRON**

- a. Responsible to monitor child's use of library and library resources accessible with Coastline library card. Library material and services are available to library users of any age. Coastline libraries do not censor patron usage, regardless of age.
- b. Provide child's library card for access to child's library account. Coastline libraries respect the privacy of all library users, regardless of age.

**V. REGISTRATION REQUIREMENTS FOR ALL LIBRARY CARD APPLICANTS – (The following policies may vary from library to library).**

- a. Provide Photo ID.
- b. Provide proof of physical address.
- c. Everyone applying for a Coastline library card should be able fill out the application form, sign their name on the library card and be able to understand the statement of responsibility and policies on the card.
- d. Minor children may have a parent or legal guardian present to help answer questions on the form.
- e. Minor children under age 13 may be required to have a parent or legal guardian present with proof of their ID and physical address

- f. Minor children under the age of 13 may be required to have a parent or legal guardian sign the Coastline library card application form.
- g. Minor children ages 13-17 with proof of identification and physical address do not need a parent or legal guardian present. Coastline libraries will send a letter of notification to the address on the application informing the parent or legal guardian that the child has been issued a Coastline library card.
- h. Coastline library cards that are issued to children are the same Coastline library cards that are issued to adults. The responsibility for the card and materials checked out on the card lies with the cardholder.
- i. Information pertaining to the library card is strictly confidential protecting patron privacy regardless of the age of cardholder unless referred to a collection agency for delinquent account or when legally required by law enforcement agencies.
- j. Parents and/or legal guardians are not held responsible for a minor child's library fees unless the account goes to collections.
- k. If a minor's account is referred to a collection agency, the parents or legal guardian become financially responsible under Oregon law.

**I. EXCEPTIONS MAY BE MADE FOR**

- a. Disabled persons who are unable to fill out the application form.
- b. Cardholders who wish to give written permission for use of their card on their behalf on a temporary basis. For example, a relative may be authorized to checkout materials for the cardholder, during an illness. The original cardholder is still responsible for fines or fees involved with overdue items, damaged items or items that are not returned.

Potential patrons without sufficient identification to immediately get a library card are welcome to use the library, its computers, and borrow honor books.



# Fees

|                          |  |
|--------------------------|--|
| Replacement Library Card | \$1.00                                   |
| Lost Items               | price of item plus \$5.00 processing fee |
| Copies                   |  |
| Black and White          | .20 cents                                |
| Color                    | .25 cents                                |
| Fax                      | \$1.00 per page                          |
| Room Rental              |  |
| Cedar Room               | No Charge                                |
| Myrtlewood Room          | \$30 per (3 hour minimum)                |

Contained in City of Coos Bay Resolution 21-23

# Interlibrary Loan Policy

The purpose of interlibrary loan is to obtain materials not owned by Coastline Libraries for patrons in good standing.

## **ELIGIBILITY AND LIMITS ON INTERLIBRARY LOAN BORROWING**

Because Interlibrary Loan involves items owned by institutions other than Coos Bay Public Library, and because of the labor the service requires, certain restrictions and limits apply to Interlibrary Loan borrowing. Currently patrons may only have five requests active in the system at any one time. Active requests include both items currently on loan and items currently being searched for.

## **COST**

While staff will attempt to obtain items without charge, some items, including photocopies, genealogical materials, and information obtained from medical libraries, routinely incur charges. Patrons must indicate a maximum amount they will be willing to pay for an item. If no amount is named, a zero amount will be assumed.

Once charges have been incurred on a patron's behalf, the patron is responsible for charges up to the amount he or she has agreed to even if the item is not picked up.

## **REPLACEMENT COSTS**

Replacement costs for damaged or lost items are determined by the lending institution, and may amount to many times the actual value of the item.

## **LOAN PERIODS, RENEWAL OF ITEMS, AND RESTRICTIONS ON USE**

Loan periods and renewal options are determined by the lending institution. Moreover, a lender may recall an item at any time. Some libraries do not allow renewals, or require that items be used only within the library. Renewals, which are solely at the discretion of the lending institution, cannot be guaranteed. Requests for renewal must be made prior to five days before an item's due date.

The due date is listed on the white band attached to the item. This band must be returned with the item.

## **NOTIFICATION OF PATRONS**

Information regarding the arrival of items, approval or disapproval of renewal requests, overdues and recalls, unfilled requests, and any other pertinent matters will be communicated to the patron by phone, email, or surface mail.

# Cedar Room Agreement

The Cedar Room is available free of charge for public use as a shared community benefit. **It is not available to groups conducting sales or charging fees to the general public.** The library provides basic cleaning, maintenance and furniture arrangement as a service to the community and depends on users of the room to help in keeping the room clean and in excellent condition for all to enjoy. Please care for the room as you would any home in which you are a guest.

## SCHEDULING

The Cedar Room is in high demand so reservations will not be accepted on a continuous basis unless specifically approved by the Library Director. Reservations can be made through the library's website, calling the library during business hours, or in person at the Reference Desk. Reserving a room and not showing up to use it without cancelling the reservation may result in restriction on future reservations.

## EQUIPMENT AVAILABLE

- Large screen television that can be used with laptops and dvd players
- White board

## CLEANUP AND DAMAGES

No cleaning fees or deposits are charged, but the responsible party will be billed for any loss, damage, or excessive cleaning at cost to cover the extra expense to the library. Food and beverages can be consumed but the kitchen is not available. Please dispose of all debris in the waste containers. The user must remove overflow trash from the premises. The library is not responsible for lost or stolen items.

## KEYS

Meetings scheduled to begin or end outside of library open hours will require a key check out. Groups are responsible for checking out the key during open hours prior to the meeting time. A valid Coastline card is necessary to check out keys. Please return keys immediately following room use to library staff during open hours or through the outside book drop during closed hours. There is no key deposit but

there is a \$100 charge for unreturned keys. Keys will open the interior meeting room as well as the exterior door to the right of the main entrance.

## **GENERAL POLICIES**

- No Smoking or use of flammable materials in the building.
- Alcohol is only permitted after regular library hours and with special board approval. Alcohol service must meet any permit requirements of the City of Coos Bay.
- Applicants are responsible for limiting room occupancy to the posted number of people as required by fire regulations.
- No tacks, nails, or adhesive tape in or on doors, walls or furniture.
- If the room is needed for library purposes, a reservation can be cancelled with at least two weeks notice.
- Advertising for the scheduled room usage must not imply that the library or City of Coos Bay is sponsoring or endorsing the meeting or group.

## **IMPORTANT REMINDERS**

- Before leaving, check the room, lobby, and restrooms for people and left behind items.
- Lock and secure all doors.

# Myrtlewood Room Agreement

The Myrtlewood Meeting Room is available for public use as a shared community benefit. The library provides basic cleaning, maintenance and furniture arrangement as a service to the community and depends on users of the room to help in keeping the room clean and in excellent condition for all to enjoy. Please care for the room as you would any home in which you are a guest.

## ROOM FEES

Rental fees are to defray a portion of the operation and maintenance of the meeting room and presentation equipment. The fees are payable in advance unless billing is prearranged. The room is free of charge for City of Coos Bay use.

|                               |  |
|-------------------------------|--|
| 3 hours - \$90.00 (base rate) | 6 hours - \$180.00                     |
| 4 hours - \$120.00            | 7 hours - \$210.00                     |
| 5 hours - \$150.00            | 8 hours - \$240.00 (max. daily charge) |

## SCHEDULING

Scheduled hours need to include set-up and clean-up time. Reservations cannot be on a continuous basis unless specifically approved by the Library Director. Rental fees may be refunded if cancellation is made at least 48 hours prior to scheduled use. Reservations can be made through the library's website, calling the library during business hours, or in person at the Reference Desk.

## CLEANUP AND DAMAGES:

Basic cleaning is included in the room rental fee without additional charge. Please dispose of all food and debris in the waste containers provided. Wipe counters and tables and leave the room in good condition. The user must remove overflow trash from the premises. Please remove any outside equipment or displays at the end of the meeting.

## **KEYS**

Meetings scheduled to begin or end outside of library open hours will require a key check out. Groups are responsible for checking out the key during open hours prior to the meeting time. A valid Coastline card is necessary to check out keys. Please return keys immediately following room use to library staff during open hours or through the outside book drop during closed hours. There is no key deposit but there is a \$100 charge for unreturned keys. Keys will open the interior meeting room as well as the exterior door to the right of the main entrance. There is a separate key for kitchen use.

## **GENERAL POLICIES**

- No Smoking or use of flammable materials in the building.
- Alcohol is only permitted after regular library hours and with special approval by the board. Alcohol service must meet any of the permit requirements of the City of Coos Bay.
- Applicants are responsible for limiting room occupancy to the posted number of people as required by fire regulations.
- No tacks, nails, or adhesive tape in or on doors, walls or furniture.
- If the room is needed for library purposes, a reservation can be cancelled with at least two weeks' notice.
- Advertising for the scheduled room usage must not imply that the library or City of Coos Bay is sponsoring or endorsing the meeting or group.

## **IMPORTANT REMINDERS**

- If the kitchen was used, make sure stove and oven are off and coffee pot is unplugged.
- Before leaving, check the room, lobby, and restrooms for people and left behind items.
- Lock and secure all doors.

# Art Exhibit Policy

Art exhibits are provided to enhance and increase community appreciation of the arts, including those of an educational and/or historical significance, and to help local and regional artists increase their public exposure.

Exhibits in the lobby cases or on the library walls are visible to children and adults with varying degrees of sophistication. Materials of the exhibit should be chosen and arranged by the artist with this in mind.

Exhibits are normally scheduled for a period of one calendar month. It is not the intent of the library to provide permanent or continuous exhibits. Exhibit space is available to individuals or groups. The exhibit area is available on a first-come first served, advanced reservation basis. Reservations are to be made through the Library Director or designee. Sample pieces of the art may be required for review before scheduling an exhibit. The Library Director can deny any art exhibit that does not meet the policy.

The library exhibit area is located across from the main circulation desk and in the lobby cases. All works of art must be suitable for exhibition and must be neatly and accurately labeled by the artist. The artist or artists will be responsible for setting up the exhibit using the art hanging system provided by the library. Pins or tape may not be used to attach materials to painted or wooden surfaces. Consideration should be given to the arrangement of the display to emphasize the art without constricting use of the library and without creating a safety hazard.

The library will submit public service announcement to local media for exhibits. Artists should provide publicity material to the Library Director two weeks prior to opening of the exhibit. This may include artist's statement or biographical material and a description of the works to be exhibited. A high-contrast photo of the artist and/or of the artist's work may be submitted for possible newspaper coverage.

Artists must furnish the library with a list of items to be displayed along with the value of each for insurance purposes. Works of art are covered by a library insurance policy, subject to the limits of that policy. There is a \$1,000 deductible requirement for loss or damage for which the artist would be responsible.

Prices for art pieces may be posted. Transactions for the purchase of exhibit items shall be directly between the buyer and the artist. The artist must post their name and contact information if works are for sale so a buyer may contact the artist directly. The library shall receive no fees, commissions or other remuneration in connection with the sale of exhibit items. No exhibit material sold may be removed from the exhibit before the end of the exhibit period unless the library approves

such removal and the rearrangement of the display. Acceptance of material for display does not imply approval or disapproval by the library or the City of Coos Bay of the ideas or opinions expressed.



# Coos Bay Public Library Art Exhibit Agreement

**EXHIBIT PERIOD:** \_\_\_\_\_

**ARTIST (S) Name:** \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

I agree to abide by the Art Exhibit Policy as stated above:

\_\_\_\_\_

Exhibitor

\_\_\_\_\_

Date

Approved:

\_\_\_\_\_

Library Director/Display Coordinator

\_\_\_\_\_

Date

# Bulletin Boards and Literature Racks Policy

## **BULLETIN BOARDS**

The bulletin boards in the library are reserved for library announcements. Bulletin Boards are located throughout the library. Boards in the study room and the two meeting rooms are for temporary use only by individuals or groups using the rooms and must be cleared when the room use ends.

Bulletin boards in the Children's Room are reserved for displays by the Youth Librarian. If there is additional space, items of general community interest will be posted on the boards by library staff.

Posted items may include, but not be limited to: announcements of local or regional community events, activities of local community organizations, public notices, meeting announcements, or educational announcements.

Any person or group may submit items for posting. Designated staff will approve items for display and post them. Items placed on bulletin boards without staff approval will be removed and discarded.

Acceptance of material for display does not imply approval or disapproval by the library or the City of Coos Bay of the ideas or opinions expressed.

Items will be rejected for posting if they are in violation of any legal statute. Items rejected for posting may be appealed to the Library Board of Trustees.

Because of space limitations, the following restrictions apply:

- Only one copy of an item will be posted.
- Unusually large posters may be refused
- A person or organization may display only one item at a time
- A person or organization may submit an item for posting each month but is not guaranteed repeated posting if space is limited.

## **LITERATURE RACKS**

Most of the literature racks located inside the library will be used to display library related items. Brochures of general interest, primarily brochures that provide information about local or regional agencies or organizations, and that are in accordance with the library's mission and goals will be displayed if there is space.

Any person or organization may submit copies of brochures for members of the public to take from the racks. All brochures must be approved by the designated staff person. Items placed in the racks without staff approval will be removed and discarded.

Placement of materials in these general literature racks does not imply either approval or disapproval by the library or City of Coos Bay.

# Code of Conduct

In order for everyone to enjoy the library, the following is not acceptable in the library:

Animals of any type, other than service animals in the library

Destroying or damaging library property

Eating inside the library

Engaging in activities prohibited by law

Engaging in any behavior that interferes with others use of the library, or with the ability of the staff to perform their duties. Examples of behavior or activities may include but not limited to:

*Climbing, running, loud noise, throwing things, pushing and shoving, misusing library property, verbal or physical harassment of staff and others, threats, engaging in sexual conduct, intoxication.*

Odors which are disruptive to patrons or staff

Possessing a weapon, except as allowed by state law

Sleeping

Smoking and vapor devices

Solicitations

Unauthorized removal of library property

Using library facilities for the purpose of bathing

# Unattended Children and Vulnerable Adults Policy

Coos Bay Public Library strives to provide a welcoming and safe environment for all community members. The Library is particularly concerned for the safety of children and vulnerable adults on the Library premises.

While the Library is concerned for the safety of children or vulnerable adults on Library grounds, the Library does not act in loco parentis (in place of parents). A parent, legal guardian, teacher, custodian or caregiver is responsible for monitoring the activities and managing the behavior of children or vulnerable adults during their Library visits.

Vulnerable adults are functionally, mentally or physically unable to care for themselves and should not be left alone in the Library including at programs. This includes adults who need staff help beyond assistance with normal library services.

Children 10 years of age and younger must be accompanied and directly supervised at all times by a parent or other responsible caregiver who is 12 years of age or older. Older children (age 11 and older) are welcome to use the library independently, however, responsibility for minors using the library rests with the parent/guardian. Children are subject to Library rules and policies concerning behavior, conduct, and demeanor.

During Library hours, when the safety of an unattended child or vulnerable adult is in question, Library staff will attempt to contact the caregiver before calling authorities. In the case of an immediate safety concern, staff will contact authorities immediately and then attempt to contact the caregiver. Staff will stay with the person until another responsible party arrives.

In the event a child under the age of 15 or vulnerable adult is still at the library after the library closes to the public, the Librarian in Charge and one other staff member will wait 15 minutes and then authorities will be called to take charge of the situation. Attempts will be made during that 15 minutes to reach a caregiver or parent, but under no circumstances should staff transport anyone. If at any time staff are concerned for the safety of the child or vulnerable adult, they may contact authorities immediately.

# Confidentiality of Library Records Policy

Coos Bay Public Library respects and protects the confidentiality of patrons' registration and circulation records. Furthermore, these records are protected by Oregon State Law. Oregon State law recognizes Coos Bay Public Library as a public body subject to the Public Records Law. However, [ORS 192.355.23](#) provides the following exemption from disclosure of library public records:

The records of a library, including:

- (a) Circulation records, showing use of specific library material by a named person;
- (b) The name of a library patron together with the address or telephone number of the patron; and
- (c) The electronic mail address of a patron.

The purpose of this policy is to affirm that the library recognizes these records as confidential. This policy serves as official notification to the public and library employees that such records shall not be made available to any agency of state, federal, or local government except as required by law.

In addition to the legal protections, Coos Bay Public Library extends confidentiality to information sought or received, materials consulted or borrowed, wired or transmitted, and includes database search records, reference interviews, public computer use, attendance at classes and events, interlibrary loan transactions and other records. In addition, Coos Bay Library works with all contracted vendors to ensure security of records.

Library employees may not access any information about patrons or their circulation records for any purpose except as it relates to the transaction of library business.

Coos Bay Public Library reserves the right to use library records for administrative purposes, such as recovering overdue materials, payment for lost items, customer surveys or other administrative mailings. The Library does not allow use of library records for fundraising or political purposes.

# Gifts and Donations Policy

The library acknowledges the great importance of gifts and donations to the Library's future growth and development. In recognition of such, the library welcomes gifts of cash, securities, library materials, or real property. These gifts help enrich and improve the Library's resources. Coos Bay Public Library Foundation may also work with a donor when appropriate.

## ACCEPTANCE OF GIFTS

- I. Any donations or gifts to the library must be consistent with the library's policies, goals, and objectives.
- II. All donations become the sole property of the library. No gifts are accepted unless freely given to the library without restriction to be used as the library sees fit.
- III. The decision as to the acceptance of equipment and other real property shall be made by the Library Director.
- IV. The decision as to the acceptance and location of gifts of exterior or interior ornamentation, sculpture, and signage shall be made by the Library Director.
- V. Gifts of cash, securities, real property, and bequests that support the mission of the library will be handled by the Library Director. The Director will work with the Coos Bay Public Library Board and Coos Bay Public Library Foundation, regarding terms of acceptance that are compatible with library policies, the donor's intent, and applicable laws.

## DISPOSITION OF GIFTS

- I. Gift items will be integrated into the regular library collections or otherwise handled as any other material belonging to the library.
- II. The library will place a bookplate into books purchased with donated monies when appropriate; however, the library will not agree to form separate collections of either donated materials or materials purchased with donated money.

- III. The Library retains unconditional ownership of an accepted gift. Once conveyed to the library, no gift will be returned to the donor.
- IV. All gifts may be utilized, sold or disposed of in the best interest of the Library. The library is not obligated to keep donated materials for any length of time.
- V. The library will not appraise items for tax purposes except in certain circumstances.



# Collection Management Policy

## **PURPOSE**

The Collection Management Policy supports the library in its mission by defining collection development principles. It provides direction for the growth and development of collections and communicates these guiding principles to library staff and the Coos Bay community.

## **LIBRARY MISSION**

Coos Bay Public Library connects our community to information in various forms, ensures equitable access to information and technology, and provides opportunities for learning, cultural enrichment, and improved quality of life.

## **COLLECTION SCOPE**

The Coos Bay Public Library provides materials in a broad range of subjects and formats to reflect the community's informational and recreational needs, interests, and diversity.

The library collection emphasizes breadth over depth, and while the library may provide supplemental materials to persons pursuing educational programs, due to budgetary and space constraints the library will not normally collect textbooks or materials on specialized academic subjects that would not also be appropriate for and useful to the general public. The library also relies upon the Coastline cooperative to obtain materials from other Coos County libraries and will not necessarily purchase materials that can be obtained from other Coastline libraries, unless demand is high.

The library strives to collect materials in the formats that are most relevant to the Coos Bay community, and the formats collected may change in response to evolving technology. Considerations for adding formats to or removing formats from

the library's collection include demand, cost, and the ability to house and maintain collected items.

## **GUIDING PRINCIPLES**

The Coos Bay Public Library upholds individuals' right to access information that may be controversial in nature and supports the right of each family to decide which items are appropriate for use by their children. The library and library employees have a professional responsibility to be inclusive, not exclusive, in developing materials collections and to comply with the tenets of the [American Library Association's Bill of Rights](#), [Freedom to Read Statement](#), and [Access to Library Resources and Services for Minors](#).

## **SELECTION RESPONSIBILITY**

The library collection is managed by a team with oversight by the Library Director. Staff members are assigned to review sources of purchasing information, monitor collection usage, and make selections based on accepted professional practice and an assigned budget.

## **SELECTION GUIDELINES AND CRITERIA**

General criteria for selecting library materials include, but are not limited to, the following:

- Appropriateness to interest and skills of intended audience
- Authenticity of historical, regional, or social setting
- Availability from other libraries and interlibrary loan
- Budget and space limitations
- Contemporary significance, popular interest, or permanent value
- Local emphasis
- An original or alternative point of view
- Professional, high-quality content that has been independently and positively reviewed in a major review journal. Paid or amateur reviews are not considered.
- Prominence, authority, and/or competence of author or creator
- Public demand, interest, or need
- Relation to existing collection
- Suitability of subject and style for the intended audience

- Timeliness of information

The library may acquire self-published items if they are created by a local resident, have special local or regional significance, or otherwise comply with the selection criteria detailed in this policy.

## **DIVERSITY**

Our goal is to collect materials that reflect a wide range of views, expressions, opinions, and interests. Specific items acquired for the collection may include those that are unorthodox, unpopular with the majority, or controversial in nature. The Library's acquisition of such material does not constitute endorsement of the material's content.

## **GIFTS AND DONATIONS**

The Coos Bay Public Library welcomes gifts of materials. Donated items will be added to the collection only if they meet the selection guidelines expressed in this policy. By donating an item to the library, the donor acknowledges that if the library chooses not to add the item to the collection, it will be given to the Friends of the Library to be sold in the Friends Bookstore or at a book sale, or otherwise disposed of as the library staff and/or the Friends of the Library see fit.

The library also encourages monetary donations to be used in the acquisition of new materials for the collection. The library prefers that no constraints be placed on monetary gifts, but a donor may identify a general subject area or format if they so choose. All specific item selections will be made by trained library staff.

## **COLLECTION MAINTENANCE**

The Library continuously evaluates the collection to ensure its usefulness and relevance to the community and creates the necessary space for newer materials to be added to the collection. This evaluation relies on staff professional expertise to assess the content of the collection for the ever-changing needs of the community. Damaged, destroyed, or lost items may not be replaced due to:

- Availability in other local collections
- Damaged or poor condition

- Insufficient use
- Number of copies in the collection
- Obsolescence: No longer timely, accurate, or relevant
- Space or budget limitations

Withdrawn items in good condition are given to the Friends of the Library to be sold, donated, or disposed of as the Friends see fit.

## **SPECIAL COLLECTIONS**

The following library collections may utilize different guidelines for selection, retention, and use than the rest of the library:

### "Read and Return" Collections

The library maintains uncatalogued "read and return" collections for patrons who are unable to check out materials with a library card. The collection is comprised of materials donated to the library in good condition and may not be subjected to the criteria for selection and retention of materials detailed elsewhere in this policy.

### Oregon Collection

The library collects and archives materials pertaining to the state of Oregon with an emphasis on Coos County. This collection is available for in-library use only.

# Request for reconsideration of library materials

The library welcomes feedback on the collection from the public. Any resident of Coos Bay's regular service area with a concern about an item in the library's collection will be immediately referred to the Library Director or, in the absence of the Library Director, to the Deputy Library Director. If, after speaking with the Director or Deputy Library Director about their concerns, the patron wishes to formally request the removal of the material in question, the following process will be followed:

- The patron will be provided with a copy of the Coos Bay Library's

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Collection Management Policy, including the Request for Reconsideration of Library Materials form.

- Only one item at a time will be considered per patron.
- The patron must have read/viewed/listened to the item in question in its entirety.
- If the patron wishes to pursue the matter, the completed reconsideration form must be submitted.
- The Library Director will review the form and decide to include or remove of the material within four weeks of receipt of the form. The Director will provide the patron with a written explanation of their decision.
- The patron may appeal the Library Director's decision to the Library Board within two months of receiving the Director's reply. The Board will reconsider the decision based on whether the item in question conforms to the selection guidelines outlined in the Board-approved Collection Management Policy.
- Once the Library Board of Trustees has taken formal action on a Request for Reconsideration of Library Materials, no further complaints will be considered by the Board for the same title.

# Request for Reconsideration of Library Materials

The library values your opinion. If, after discussing your concerns with the Library Director, you would like to formally request that the library take action, you may do so by completing this form. Please return the form to any librarian.

Have you read/viewed/listened to the entire work?  Yes  No

Please describe the item in question as fully as you are able:

Author:\_\_\_\_\_

Title:\_\_\_\_\_

Publisher:\_\_\_\_\_ Date of Publication:\_\_\_\_\_

Format (book, DVD, audio CD, etc.):\_\_\_\_\_

Call number or location in the library:\_\_\_\_\_

Please state the action you wish taken on this item:

Add it to the library  Shelve it elsewhere  Remove it from the library

Other: \_\_\_\_\_

Why? (Use other side or additional pages if necessary.)

Please explain how such action would improve the library's service to the community:

If requesting removal of the material, do you have recommendations for other materials to use in place of it?

What do you believe might be the result of reading/viewing/listening to this material?

How was the material brought to your attention?

Your Name:\_\_\_\_\_

Street Address:\_\_\_\_\_

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City:----- State:----- Zip Code:----- Phone:-----

Signature:----- Date:-----

I am acting as a spokesperson for the following group or association:

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# Computer Use Policy

Coos Bay Public Library makes computers and Internet access available in support of the library's role as a provider of current resources for lifelong learning, social exchange, and entertainment.

CBPL (Coos Bay Public Library) cannot control the nature or content of information accessed on the Internet, nor can the library protect users from information they might find offensive. Not all information on the Internet is accurate, current, or complete. Library users are encouraged to be critical consumers and to evaluate the validity of information carefully. If a user has concerns about the quality or content of a site, he should contact the original producer/developer of that site. Users are responsible for the access points they reach. Parents of minor children are responsible for their children's use of the Internet.

Any use of CBPL computers and/or Internet service that interferes with activities of the library, its users or its network is strictly prohibited. Prohibited behaviors include, but are not limited to:

- accessing material harmful to minors
- harassing, bullying, libeling, or slandering
- using the Internet for any illegal or unethical purpose
- damaging equipment
- altering computer hardware or software, including screen settings
- disrupting electronic communications
- violating copyright or software licensing
- violating another user's privacy

The standards of intellectual freedom and confidentiality endorsed by the American Library Association and incorporated into CBPL policies for traditional media shall apply also to the use of electronic media, including the Internet.

Coos Bay Public Library cannot guarantee viewing privacy, nor can the library guarantee the privacy of information sent or received over the Internet.

Library staff are responsible for ensuring this policy is enforced. The use of computers will be monitored by Library staff. Violations of this policy can result in loss of Internet privileges and may be subject to prosecution by local, state, or federal authorities.

## **PRINTING AND DOWNLOADING**

Users may print electronic files or copy them to a personal portable storage device.

- The charge for printouts is displayed during the printing process and is subject to change.
- The library may offer portable storage devices for sale and the cost is subject to change.

Users should be aware that downloaded files may contain viruses. CBPL is not responsible for damage which may result from files downloaded from the Internet. Users must adhere to copyright and software licensing when downloading.

### **STAFF ASSISTANCE**

CBPL staff will assist patrons with Internet use as time permits but cannot offer personal instruction. Formal instruction or information on the Internet may be offered by the library at designated times.

Users are responsible for configuring their own equipment. The library is not responsible for any changes made to an individual computer's settings and does not guarantee that a user's hardware will work with the library's wireless connection.

# Naming Rights Policy

## PURPOSE

The purpose of this policy is to establish the authority and process for naming and renaming Coos Bay Public Library's rooms or other defined space.

## GENERAL GUIDELINES FOR NAMING

The Library Board of Trustees shall review each naming opportunity by carefully considering the overall benefit of such naming to the Library, including whether the name is and will continue to be a positive reflection on the Library. Such due diligence shall include the following:

- Review of any possible conflict of interest issues affecting the Library; and
- Evaluation of the impact on future giving; and
- Any other factors that could reflect on the Library including appropriateness for a public setting or detraction from the Library's reputation.

## NAMING BASED ON FINANCIAL CONTRIBUTION

A proposal for naming a room or other defined space based on a financial contribution will follow the general guidelines and be reserved for major benefactors. The attached donation schedule provides contribution ranges and associated naming opportunities. When the naming opportunity concerns a new library building or significant renovation of the existing building, a donor will be required to provide a gift supporting a substantial portion of the funds needed to complete the project per the project's funding plan. Physical spaces will not normally be named in honor of a donor in return for an estate commitment or other deferred contribution but will be considered on a case-by-case basis. The contributor will sign a Naming Agreement specifying the amount of contribution and detailing the terms of the donation and naming.

## NAMING BASED ON DISTINGUISHED SERVICE TO THE LIBRARY

A naming proposal based on distinguished service to the Library will be considered on a case-by-case basis consistent with the Guidelines for Naming by the Library Board of Trustees. Additional criteria for evaluating the service will include but not be limited to the scope and duration of the service.

## **DURATION OF NAMING RIGHTS**

The duration of the naming will be delineated in the Naming Agreement or the document approving the naming based on distinguished service. The duration of the naming rights will generally be for a limited period of time as provided for in the attached donation schedule. However, naming rights may extend to the lifetime of the building or space if the Board of Trustees deems the amount of a donation or significance of the service warrants the extension.

If a building, room, or other defined space is substantially renovated (providing new useful life equivalent to a new building), or if there is a significant addition to a building, spaces may be renamed, subject to the terms, conditions or restrictions set forth in the Naming Agreement. Any donor plaques displaced because of this will be rededicated in an alternative location in accordance with the timeframe developed for the original donation.

## **REMOVAL OF NAME**

The Library may elect to remove the naming recognition from the room or other defined space under special circumstances that per the general guidelines would detract from the Library's reputation and good esteem. Before taking such action, the Library shall undertake consultation with counsel, as to any legal requirements that the Library may have under any pre-existing agreement(s) related to naming opportunities or regarding any other matter that may have legal bearing upon a proposed name revocation. Additionally, if a donor is unable to fulfill an approved deferred donation after reasonable efforts by the Library, the donor's name will be removed. Any naming can only be revoked by a vote of the Board of Trustees.

## **GENERAL PROCEDURES FOR SUBMITTING NAMING PROPOSALS**

- I. A naming proposal begins with filling out a Naming Agreement form.
- II. The completed naming agreement Form shall be submitted to the Library Director.
- III. If endorsed by the Library Director, the agreement will be forwarded to Coos Bay City attorney for review.
- IV. After passing legal review, the agreement will be forwarded to the Library Board of Trustees for consideration.
- V. When all contractual requirements have been confirmed, the Library Board of Trustees will issue a final determination.
- VI. Publicity of naming will follow the Library Board of Trustees' approval of the agreement.
- VII. A form of recognition will be installed at or near the named area. The Library Board of Trustees reserves the right to choose the wording, size, location, and style of the recognition. An appropriate dedication ceremony will be planned and conducted.

## **ROOM OR DEFINED SPACE NAMING SCHEDULE**

A schedule will be developed on a per project basis.

# Social Media Policy for Library Users

## **POLICY**

The Coos Bay Public Library offers blogs, community reviews, patron comments and other social media tools as a way to achieve our mission. Library social media tools provide a limited (or designated) public forum to facilitate the sharing of ideas, opinions and information about library-related subjects and issues. Library social media is intended to create an online space where library users will find useful and entertaining information and can interact with library staff and other library users. Comments may be moderated by library staff and the library reserves the right to remove comments that are unlawful or do not comply with the library's other policies.

## **THE LIBRARY'S DEFINITION OF SOCIAL MEDIA**

Social media is defined as any web application, site or account offered by the library that facilitates the sharing of opinions and information about library related subjects and issues.

Social media includes such formats as blogs, listservs, websites, social network pages or posts to community reviews and patron ratings of library materials.

## **RULES FOR COMMENTING**

Protect your privacy. Do not post personally identifying information. Young people under age 18, especially, should not post information such as last name, school, age, phone number, address.

Posts containing the following are against library policies and may be deleted or removed by library staff:

- I. Copyright violations
- II. Off topic comments when a clear topic is designated
- III. Commercial material/spam
- IV. Duplicated posts from the same individual
- V. Obscene posts
- VI. Specific and imminent threats
- VII. Libelous comments
- VIII. Illegal items

**By choosing to comment you agree to comply with library policy.**