

Toulon Public
LIBRARY DISTRICT

LIBRARY SERVICE
POLICY

UPDATED August 2023

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ARTICLE I
Borrowing Privileges

1.1 Eligibility:

A. ADULT: Any adult patron may receive a Toulon Library Card as long as they are a resident of the Toulon Public Library District.

B. CHILDREN: Children of the Toulon Public Library District may receive a Toulon Library Card when they reach 3 years of age.

C. The Toulon Public Library District will not issue cards or provide service to patrons who are known to have overdue obligations (in the form of unpaid fines or overdue/lost/damaged material) at this library as well as at any other Illinois Library. *(See the following RSA Policies)

*1. When people move to other communities now and apply for library cards, staff are able to verify the existence of previous cards. If a previous card has a fine of less than \$5, the new library will notify the old library to remove the fine and withdraw the person from the database. The new library will register the person. Academic and special libraries are exempt from this policy.

*2. If the fine is more than \$5, the new library will accept payment by check or money order, made out to the other library, and forward the amount by mail to the circulation department of the former library. Again, academic and special libraries are exempt from this policy.

*3. If a person has materials still checked out on the former card:

a. Not overdue: materials may be returned to the new library to be sent back through the delivery with a note that the patron has moved from that library area.

If a person says the materials were returned to the former library and may not be checked in yet, register the person and tell him he will be notified when the former card is cleared and the new card is available. Offer to call the former library to discuss the matter.

b. Overdue/lost: must be cleared before acceptance at the new library. Offer to

call the former library for the patron to discuss the matter.

1.2 Fees:

A. RESIDENTS: There is not a charge for obtaining a Toulon Library Card. If a patron loses his/her card, there is a \$1.00 fee for a replacement card. If the card has expired, there is no charge for a replacement.

1.3 Registration:

A. ADULT: Ask patron if they are a resident of the Toulon Public Library District. If they are a resident, ask to see a photo identification with their current address (driver's license/picture I.D./State I.D.). If current address is not on the photo ID, ask for another form of identification with their name and current address (bill, lease, checkbook, canceled mail, etc.). When they have shown proper identification, have them fill out the registration card as fully as possible, supplying name, address, & phone of person at a different address who could be contacted if unable to reach patron.

B. CHILDREN: Children of the Toulon Public Library District may obtain a Toulon Public Library District Card when they are in Story Time. All children through the 8th grade must be accompanied by a parent or guardian when they register as the parent or guardian must sign for the child's card. The Public Library does not deny a child a library card even though his/her parents have an invalid or delinquent card. However, since the parents must sign for the child's card that they are responsible for materials checked out by a child, the library may restrict the usage of the child's card. The restriction is only one (1) item may be checked out at a time. Once the parent's cards are valid, this restriction would be removed. Children should give their parents' or guardians' names as a reference. Parents sign as references because they are responsible for materials checked out by their children. Parents' names must be written out because they sometimes differ from the child's name.

1.4 Responsibilities of Borrowers: It is the responsibility of the patrons to see that all materials checked out on their card are returned on time and in good condition. In the case of Children's cards, it is the responsibility of the parent to see that children return materials on time and in good condition.

1.5 Renewal of Library Cards: Library cards are issued with an expiration date for three (3) years. Library cards can be renewed every three (3) years. There is no charge for renewing the library card, however, all fines and fees charged to the card must be paid at the time of renewal. A photo ID with current address may be requested.

1.6 Suspension of Library Privileges: The privileges of a library patron will be suspended for such time as the patron or any member of the patron's immediate family (spouse, child, parent or

sibling) living at the patron's address indebted to the library as a result of damage to library property or for failure to timely return books, material or other personal property to or in the custody of the library. This will go into effect when a patron has \$25.00 in fines or fees.

ARTICLE II
Circulation Policy

2.1 Length of Loans: The following is the loan periods for library materials:

Books, Audio books, Cassettes, CDs, Playaways	2 weeks
Periodicals (except current issues)	2 weeks
Periodicals (current issues)	2 days
Special Reserved/Seasonal/Holiday materials	Set by the library
DVDs	2 weeks
Vacation loan	As needed
Teacher loan	As needed

2.2 Renewals:

A. Books, audio books, periodicals, and CDs may be renewed provided there are no holds on them up to a maximum of 4 (FOUR) times.

B. DVDs may be renewed provided there are no holds on them up to a maximum of 4 (FOUR) times.

2.3 Number of Items Loaned:

A. DVDs are limited to five (5) per household, but we may make an exception.

2.4 Special Conditions:

Patrons must have his/her own library card to checkout materials.

2.5 Holds:

A. MATERIALS WE HAVE: If one of our items is not in the library when a patron requests, the patron may reserve/hold the item, if desired.

B. MATERIALS WE DO NOT OWN: If a patron requests an item that the library does

not own, an Interlibrary Loan request (hold) may be made. The patron may also request that the library purchase the item.

2.6 Lost or Damaged Materials:

A. TOULON LIBRARY MATERIALS: When patrons lose or damage (beyond repair) library materials, they are responsible for paying the cost of the lost or damaged materials.

DAMAGED MATERIALS: For damage done to a book or other library materials, a fee of \$2.00 will be assessed for mending or fixing the item. If the item is beyond repair, then the full price of the item will be added to the damage fee.

LOST MATERIALS: Lost materials will have a \$2.00 processing fee added to the price of the item. If the patron finds the item at a later date, the price for the lost item will be returned if the lost item has not been replaced by the library.

The library finds prices for lost items:

1. Check RSA database.
2. Check Baker and Taylor.
3. Check Amazon.com.

Kits: If any part of the kit is missing, then the full price of the material will be charged to the patron plus the \$2.00 processing fee.

Missing pieces: A \$1.00 fee will be charged for the following items:

CD boxes

Bar code label

DVD boxes

Plastic bags used for kits

B. LOST OR DAMAGED ILL (holds from other libraries) BOOKS: If any item is lost or damaged (beyond repair) while being circulated on an interlibrary loan, the patron will be charged the fee that the lending library charges the Toulon Public Library District.

2.7 DVD circulation:

A. Rules for Circulation

1. DVDs will be loaned to patrons who have their valid library card.

2. Five (5) DVD titles per household may be checked out.
3. The overdue fine is \$1.00 per DVD per library day.
4. The loan period is for seven (7) days.
5. Patrons who do not return DVDs will be billed for the cost of the DVDs and processing fees.

2.8 Newspapers

Papers do not circulate. They are generally kept for a week before recycling.

ARTICLE III
CHARGES FOR SERVICE

3.1 Fines Per Day:

Books	\$0.10
CDs	\$0.10
Periodicals	\$0.10
DVDs	\$1.00
Books from other libraries	\$0.10

OVERDUE FINES ACCRUE UP TO THE PRICE OF THE MATERIALS

3.2 Fees:

A. Returned checks: \$10.00 plus any bank charges

B. Photocopy/Printing: The fee for black and white printouts/copies is \$0.20 each; color printouts/copies are \$0.50 each.

3.3 Fax

Patrons may send and receive faxes at the library. The fee to send a fax is \$2.50 for up to three (3) pages and \$.50 for each additional page. The fee to receive is \$1.50 for up to three (3) pages and \$.50 for each additional page.

International:

Europe, North and South America: double the fax charges.

Asia, Africa and Australia/New Zealand: triple the fax charges.

3.4 Laminating

Patrons may bring items to be laminated to the library. The following sizes are available:

Business Card	\$.50
4 x 6	\$.75
Letter	\$1.25
Legal	\$1.50
12x18	\$1.75

ARTICLE IV *Overdue Procedures*

4.1 First Notice: A phone call is made one (1) week after the items are due. If a person has no phone, a notice is sent

4.2 Second Notice: A copy of the overdue notice is mailed to the patron one (1) week after the first notice.

4.3 Billing Notice: This is a billing statement. This notice is mailed to the patron with the fees and fines of the items one (1) week after the second notice.

4.4 Follow-up Letter: If the overdue material has not been returned after the billing statement, then a letter is sent out about the overdue material from the Library Director or the Library Assistant in charge of overdues.

4.5 Certified Letter: If the overdue material has not been returned after the follow-up letter, then a letter is sent out by certified mail about the overdue material from the Library Director or Library Assistant in charge of overdues.

4.6 Notify the Stark County States Attorney: If the overdue material has not been returned after the certified letter, then copies of all correspondence are given to the Stark County States Attorney to begin legal proceedings.

These Notices are intended as a courtesy only. Failure to complete a phone call or failure in receipt of a mailed notice does not affect the obligation of the patron to return materials properly or to pay any late charges for overdue materials.

If this procedure does not get the overdue materials returned, then the Stark County States

Attorney is then contacted to begin legal proceedings

ARTICLE V
GIFTS/MEMORIALS

5.1 Gifts: The collection of the Toulon Public Library District has been enriched and enhanced by many donations of books, periodicals and many other materials that it would not otherwise have been able to afford or acquire. The Library is grateful for these gifts. In accepting things in this nature, however, the Library reserves the privilege of deciding whether or not these should become the Library property.

The decision to include gift materials is based upon the Library's standards of selection, the physical condition of the material and space to house the materials. The Library makes an effort to dispose of all gift materials that are not added to the collection to the best advantage of all concerned.

For cash gifts made to the Library for the purchase of a memorial or tribute, the selection will be made by the Librarian based on interests of the donor or the wishes of the donor whenever possible.

5.2 Memorials: The collection of the Toulon Public Library District has also been enriched and enhanced by many memorial books to the Library. The Library is grateful and enhanced by many memorial books to the library. The Library is grateful for these gifts.

The donor may select a book for a memorial (based on the Library selection policy) or they may have the Library select a book based on the interests of the deceased and/or the needs of the Library.

A bookplate may be put in the book stating whom it is in memory of and by whom it was given and the date.

ARTICLE VI
**PUBLIC ACCESS COMPUTER
GUIDELINES FOR USE**

- 6.1 1. The multi-media computers are available to the public (3rd grade and up). Toulon Public Library patrons have first priority before reciprocal patrons unless they have reserved time. Children below 3rd grade must be accompanied by an adult (17+ years) and the adult MUST stay at the computer with the child. ANY age child who is unable to work the computer programs independently should be accompanied by an adult (17+ years).
2. Patrons may not have computer privileges if there are any fines or overdue books outstanding on their card.
 3. Our computer policy must be read and understood before initial use.
 4. Except for an adult accompanying a young child under paragraph 1, only **ONE PERSON** may be at a computer at a time. However, a maximum of two people will be allowed if the staff person on duty gives prior permission.
 5. Reservations may be made by phone or in person. The computer may be booked for 1/2 hour sessions. Users who cannot fulfill their appointment should call the library to cancel. We will hold your spot for 10 minutes then pass it on to the next patron. Booking priority will be given to people needing the computers for business or school use. Research users may request 1 hour sessions.
 6. The computer may be used on a first-come-first-serve basis if there are no advance bookings on the calendar. If after the first 1/2 hour no one is waiting for the computer, the patron may continue to use it for 1/2 hour intervals until someone requests to use it.
 7. Noisy users will be given **one** verbal warning before being asked to leave.
 8. Users may not save data on the hard drives or alter the desktop in any way. Users may not alter or attach equipment to the library's hardware.
 9. Users may not bring in their own software programs, but need to bring their own library-approved data storage devices.
 10. Computer software may not be copied or tampered with. **Improper use of equipment or any violation rules will result in a loss of computer privileges.** Persons using the computer

are liable for any damage incurred to the hardware or software because of careless or intentional actions.

11. When finished using the computer, close all windows and log off. Do **NOT** shut off the computer.

12. Computer use may be restricted at the discretion of the librarian.

INTERNET USE POLICY

6.2 Library Internet Policy and Agreement

Welcome! We are pleased to be able to offer Internet access in our Library! Please read the following policy carefully as it discusses the Library's rules and regulations regarding internet use in the Library and in compliance with federal law. Your cooperation is appreciated.

Users Guide to the Internet as a Resource

Remember the Internet is a collection of information not produced nor endorsed by the Library. The Internet has become an invaluable tool for research, communication, and entertainment. However, please keep the following in mind.

- 1. Information obtained via the Internet may or may not be reliable and may or may not be obtained from a reliable source.**
- 2. Information obtained via the Internet may or may not be accurate.**
- 3. Information obtained via the Internet may or may not be current.**
- 4. Information obtained via the Internet may be considered controversial or offensive by some Library patrons.**

This Library encourages all Library patrons to be informed users and carefully evaluate any information obtained via the Internet. Library staff members may help you evaluate certain types of Internet sources, but are not trained to provide definitive analysis of specific sources or sites.

This Library is not responsible for damages, indirect or direct, arising from a Library patrons' reliance, citation, or other utilization of Internet information resources.

Internet Filtration

All Library computers are equipped with Internet filtration devices which are designed and intended to block sites deemed to be inappropriate for general audiences. Adults (over the age of 16) may request that a certain site be unblocked, for bona fide research or other lawful purposes. Granting such a request is ALWAYS up to the discretion of the Library staff and may be denied for any reason in order to comply with Library policy or otherwise. Minors under the age of 17 years old are not allowed to access a computer with unfiltered Internet access at any time. Minors under the age of 17 years old may NOT accompany an adult who is accessing a computer with unfiltered Internet access at any time.

All Internet filtration devices installed on Library computers have been obtained from a commercial supplier. The Library does not maintain that the installed filters effectively filter all or any inappropriate materials from access within the Library. The Library is not responsible for damages, indirect or direct, arising from access, whether voluntarily or involuntarily requested, to inappropriate or offensive Internet sites within the Library, regardless of the age of the user or whether arising from the deficiency of the filter or its installation.

Access and Use of the Library's Internet Connections and Networks by Adults

The Library recognizes that electronic information on the Internet may contain material that is inappropriate or offensive to children as well as patrons of all ages. The Library requires that all Library patrons using the Library's Internet connection do so within the guidelines of appropriate and acceptable use. The following are unacceptable:

1. Any use of electronic information which results in the harassment of others;
2. Use of electronic information networks in any way which violates a Federal or State law;
3. Unauthorized duplication of protected software or licensing agreements, including but not exclusively, any "hacking;"
4. Destruction or damage to or unauthorized alteration of the Library's computer equipment;
5. Behaving in a manner that is disruptive to others;
6. Accessing child pornography;
7. Accessing material depicting offensive sexual conduct which lacks a high level of artistic, political, or scientific value; and
8. Any unauthorized disclosure, use and dissemination of personal identification information regarding minors.

The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by patrons.

**Access and Use of the Library's Internet Connections and Networks by Minors
Under the Age of 17**

All access and use restrictions applicable to adults are also applicable to minors. In addition, the following are specifically unacceptable for minors:

1. accessing any inappropriate matter on the Internet; and
2. accessing any picture, image, visual depiction, description, or representation exhibiting qualities of nudity or sexual acts or contact. Exceptions are rare and are only appropriate when images possess overwhelming artistic, political, or scientific value.
3. accessing any computer within the Library at any time which does not have an active Internet filtration device in place.

The Library reserves the right to classify any action, access, or operation on the Internet inappropriate and ban its use by minor patrons.

Parents are expected to monitor and supervise their children's use of the Internet in the Library. Parents are encouraged to discuss with their children issues of appropriate use and Internet safety.

Privacy on the Internet

The Library will make every effort to allow Library patrons to privately use the Internet in the Library. However, the Library reserves the right to supervise patrons' use of the Internet to reasonably ensure compliance with Library Internet policies by all patrons. The Library reserves the right to request an explanation or otherwise inquire as to when a patron is found to be accessing material a Library staff member reasonably believes to be beyond compliance with Library Internet policy.

Email, Instant Messaging and Internet Chat

It is the policy of the Library to permit its users to engage in forms of direct electronic communication known as electronic mail ("Email). However, such use by minors under the age of 17 may be monitored from time to time and in the event Library staff believes a minor's safety or security is at risk, such privileges will be suspended or revoked.

Violation of Policy

The violation of any terms of the Library's policy may result in suspension or revocation of Library Internet access privileges or even the suspension or revocation of general Library use privileges. Please act responsibly!

**Toulon Public Library District
Computer/Internet Use Policy Summation**

The Toulon Public Library District is committed to its role in serving the information and lifelong learning needs of all of its residents. Providing access to the Internet enables the library to greatly expand its information services. In addition, the library provides its catalog of materials, access to e-books, and informational links via the library's webpage and the Internet. However, not all sources on the Internet provide information that is accurate, complete, current, legal or acceptable to all people.

The Library is required by the Children's Internet Protection Act to protect children age 16 and younger from obscenity, child pornography and material that is harmful to minors. In following the law, the Library uses a filtering service on all public access computers.

This filtering service blocks access to certain websites. Upon request by a library customer age 17 and older, library staff may unblock a site. Library staff may request proof of age with a photo ID such as a driver's license. Filtering measures are not 100% accurate and may allow access to inappropriate sites.

All users are required to read the Computer/Internet Use Policy and sign an Agreement card.

Children under age 17 are required to have an Internet use permission form signed by a parent or guardian. The parent or guardian must come to the library to sign the form. Parents or guardians of children under the age of 17 are responsible for their children's use of the Library's computers and the Internet even when not present.

Before using the Internet computers at the Toulon Public Library District, all fines must be paid in full, in addition to having read the Computer/Internet Use Policy and signing the agreement card.

Toulon Public Library District prohibits the following:

*** Sending, receiving or displaying obscene text or graphics inappropriate for a public environment;**

- * Engaging in any activity that facilitates sending, receiving or displaying inappropriate materials;**
- * Activities that disrupt the library or its network;**
- * Loading or downloading software from the Internet including Instant Messaging Programs or using personal software programs**
- * Making any attempt to modify or damage the library's computers in any way;**
- * Making any attempt to gain access to files, passwords or data belonging to others;**
- * Unauthorized copying of copyright-protected materials**

Public computers are not secure and should not be used to transfer financial and other personal data. The library is not responsible for the misuse of personal information entered on websites.

The Toulon Public Library District allows the use of USB storage devices to save or retrieve information. Connecting other types of devices to the computers is not recommended. The Library is not responsible for any technical support required for the use of devices, or any damage, loss or destruction of personal devices or data.

The Library's computers may be subject to a time limited session. Additional time may be allowed when no one else is waiting. If people are waiting, there will be 30 minute timer set.

The Library staff will provide users with basic guidance as to the use of computer equipment and the Internet. Additional assistance may be given as time allows.

Out-of district customers may use our internet. To use our internet, their name must be checked in our library card database for fines from other libraries. Also, the guest should review our internet policy and sign our card. No fee is assessed to customers who bring their own portable computer equipment to use at the library, including use of the library's wireless Internet connection. Fee for printed pages is 15 cents/page for black & white, and 50 cents/page for color.

Appropriate computer/Internet behavior is determined by the library staff.

Violation of Policy

Violation of this Internet Policy could result in suspension of computer/Internet use for a period of 24 hours to 1 year depending on the violation or violations. Customers using the library's computers and Internet for illegal purposes may also be subject to prosecution.

Privacy Statement:

The Toulon Public Library will make every effort to allow library patrons to privately use the Internet in the library. However, the library reserves the right to supervise patrons' use of the Internet to reasonably ensure compliance with Library Internet policies by all patrons. The library reserves the right to request an explanation or otherwise inquire as to when a patron is found to be accessing material a library staff member reasonably believes to be beyond compliance with Library Internet Policy.

Adopted by the Board of Trustees September 12, 2011

**Toulon Public Library District
Wireless Internet Use Policy
No fee is assessed for use of the Wireless Network.**

USER ELIGIBILITY:

The Wireless Network is available to all patrons and guests.

LIABILITY:

The library is NOT responsible for damage done, including infection by virus to laptops or other wireless devices while using the Toulon Public Library's Wireless Network. The Toulon Public Library's Wireless Network is not secure. Information sent from or to a laptop can be captured by anyone else with a wireless device and the appropriate software.

LIBRARY STAFF ASSISTANCE:

The library staff is not always able to provide technical assistance and no guarantee can be provided that you will be able to make a wireless connection. Other more general assistance, such as finding information on the Internet will be provided as time allows.

PRINTING:

Printing is available from the Wireless Network. If a user needs to print a document, staff may assist the user in how to get the document printed.

Prohibitions:

- *Violating any of the Library’s usage policy and regulations**
- *Using the Library’s Wireless Network access to “crack” any computer system**
- *Interfering with the work of others or causing congestion on the Internet**
- *Unauthorized copying of copyright-protected materials**
- *Intentionally sending, receiving or displaying text or graphics which may reasonably be construed as obscene, pornographic, harmful or disruptive**
- *Violators of these regulations may lose Internet and/or library privileges.**
- *ILLEGAL acts involving Library’s Wireless Network may also be subject to prosecution by local, state, or federal authorities. The Library has a registered Domain Name. Use of our Network can be traced.**

Internet Filtration and the Wireless Network

The Library is required by the Children’s Internet Protection Act to protect children age 16 and younger from obscenity, child pornography and material that is harmful to minors. In following the law, the Library uses a filtering service on all public access computers.

This filtering service blocks access to certain websites. Upon request by a library customer age 17 and older, library staff may unblock a site. Library staff may request proof of age with a photo ID such as a driver’s license. Filtering measures are not 100% accurate and may allow access to inappropriate sites.

Violation of Policy

Violation of this Internet Policy could result in suspension of computer/Internet use for a period of 24 hours to 1 year depending on the violation or violations. Customers using the library’s computers and Internet for illegal purposes may also be subject to prosecution.

6.3 Name (Please Print)

Last

First

Registration and User Agreement

1. I have read the policies concerning the use of the Toulon Public Library's Networks/Internet computer in the Library and agree to abide by the policies;
2. I agree to pay any repair or replacement costs of equipment or software damaged by myself or minors for whom I am responsible;
3. I understand that copyright laws restrict the duplication of copyrighted materials and will follow all copyright laws;
4. I understand that if I fail to abide by the Toulon Public Library's Internet policies I can lose my eligibility for use of this service or even use of the Library;
5. I understand and acknowledge that the Internet contains material of a controversial nature and that the Toulon Public Library has no control over the Internet and assumes no responsibility for the content, quality, accuracy, appropriateness of any Internet resources; and
6. I understand that the filters installed on the Library computers may or may not be effective in blocking voluntary or involuntary access to inappropriate or offensive material and, by this agreement, release and discharge the Library from any direct or indirect liability resulting from such access.

_____ Date: _____
Signature

For Patrons Under the Age of 17:

As the parent or guardian of _____,
I give permission for my child to use the Internet connection at the Library, with the understanding that I am responsible for monitoring my child's appropriate use of this service and that I am responsible for any damages that may occur and that I have read, understand, and agree to the above statements, specifically including any deficiencies in the performance or installation of blocking filters.

Parent or Guardian Signature: _____ Date: _____

Internet Filtration Warning

6.4 All Library computers are equipped with Internet filtration devices which are designed and intended to block sites deemed to be inappropriate for general audiences. These devices have been purchased from a commercial vendor. The Library does not maintain that the installed filters effectively filter all or any inappropriate materials from access within the Library. The Library is not responsible for damages, indirect or direct, arising from access, whether voluntarily or involuntarily requested, to inappropriate or offensive Internet sites, regardless of the age of the user or whether arising from the deficiency of the filter or its installation.

ARTICLE VII
CONFIDENTIALITY OF LIBRARY RECORDS

7.1 The Library Board of Trustees of the Toulon Public Library District strongly believes that all circulation records and other records identifying names of Library users with specific materials are confidential in nature.

Such records shall not be made available to any third party, including an agency of state, federal or local government except pursuant to a court order as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal or administrative discovery procedures or legislative investigatory power.

ARTICLE VIII
CODE OF CONDUCT/RULES OF CONDUCT

8.1 Code of Conduct:

CODE OF CONDUCT
for the patrons of
The Toulon Public Library District

The Toulon Public Library District
offers an environment which is
conducive to learning, reading and study.

People using the Library are to
conduct themselves in a manner
which is appropriate to the Library's
nature and purpose.

Anyone who interferes with the
proper use of the Library by other patrons,
or abuses Library property or materials,
is subject to removal from the
Library and/or restriction of
library privileges.

8.2 Library Rules of Conduct:

The Board of Trustees believes that patrons of the Toulon Public Library District have the right to use the library materials and services without being disturbed or impeded by other library users; that patrons and staff have the right to a secure and comfortable environment; and that patrons and staff have the right to materials and facilities that are in good condition. The library board and staff strive to promote a safe, non-hostile, and unbiased library environment for all. To meet this end we have adopted the following rules of conduct.

RULES OF CONDUCT FOR PATRONS, STAFF, and BOARD

1. Any behavior that is disruptive or that hinders use of the library is prohibited on library property. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, bullying, running and congregating in large groups.
2. Deliberate obscene or vulgar language will not be tolerated. Patrons using such language will be asked to leave at once.
3. Police will be called immediately in case of any physical assault.
4. Failure to leave the library premises after being asked to do so will result in the calling of the authorities.
5. Any patron who harasses, threatens, bullies, or somehow makes a library employee feel threatened or uncomfortable will be asked to leave.
6. Smoking is not permitted in the library or within proximity of library entrances.
7. Proper attire is required in the library. Shirt and shoes are mandatory.
8. Parents are responsible for the behavior of their children while they are on library property. Children under the age of ten (10) must be accompanied by a parent or other responsible caregiver at all times while on library property.
9. Children who are ten (10) or older may use the library unattended.
10. The library assumes no responsibility for children left unattended on library premises.
11. The library is not to be used as a day care service.

12. Loitering inside or outside of the library is not permitted.
13. Proper care of library materials and furnishings is expected of all patrons. Theft, vandalism and mutilation of library property are criminal offenses, and will be dealt with accordingly.
14. Rollerblades, skateboards and other sports equipment are not permitted in the library.
15. Check out all materials at the circulation desk.
16. The library is not responsible for the loss of personal belongings.
17. The library reserves the right to inspect all bags, purses, briefcases, backpacks and other items.
18. The library has the right to deny use of the library to those violating library rules and to deny future library privileges.
19. No soliciting on library property of either employees or patrons.
20. Staff are not to be contacted on personal email or cell phones. Contacting library employees when they aren't at work is harassment and will not be tolerated.

The following are strictly prohibited and may result in an immediate suspension of library privileges up through removal from the property and trespass:

1. Stalking. Which includes physically following and/or invading another individual's personal space which the individual finds intimidating and unwelcome. Unwanted contact outside of library hours and/or using non library phone numbers, emails, etc is also considered stalking.
2. Protesting or physically appearing at the library while a targeted patron or employee is present to intimidate them in a way that causes employee or patron to become physically or emotionally affected by the presence.
3. Speaking or making physical gestures about an employee or patron in a demeaning way while they are in the library and/or attending a program.
4. Having other staff, family members, or friends attempt to bully or harass the targeted employee or patron.
5. Any unreasonable interference with an employee or patrons ability to do work/ conduct business at the library.
6. Any behavior that intimidates, offends, degrades, or humiliates an employee or patron will not be tolerated.

Safety and Behavior of Children in the Library

The library strives to be a pleasant place for all children to visit and use its many resources. The library is a busy public facility, however, and library staff members do not function in loco parentis (i.e., in the position or place of a parents) or as substitute caregivers. Staff cannot assume responsibility for the supervision, safety, and entertainment of children who use the library, except within the limited context of defined library programs. This responsibility must be borne by the child's parent, guardian, or designated caregiver and cannot be ceded to—or forced upon—the library staff. The Board believes that the following policies are in the best interests of all concerned: young library users, their parents, guardians, or caregivers, other patrons, the library staff, and Toulon Public Library District taxpayers.

1. Children under 10 years of age must be accompanied and closely supervised by a caregiver (an adult or responsible adolescent, sixteen years or older) who assumes full responsibility for the children's safety and behavior in the library unless the child is attending a library program. Children under the age of 5 must be accompanied and supervised during library programs. If the caregiver's attendance is not required for a library sponsored youth program, the caregiver must remain in the library and be readily available in case he or she is needed.

2. Unattended children 10 and older are free to use the library provided they respect the rights and safety of others by observing all of the policies which govern library use.

3. Children left alone must be able to contact a responsible person in case of an emergency or for transportation needs.

4. Children must be picked up by closing time.

5. Staff may attempt to contact parents/guardian when a child 10 years of age is unaccompanied by an adult to the library, or when a child under 13 years of age is not picked up at closing time. If a responsible adult cannot be reached, the Toulon Police Department will be alerted to handle the situation.

ARTICLE IX
REFERENCE SERVICE POLICY

- A. Reference service and access to the entire reference collection will be provided to patrons of all ages. Full in-house reference service is offered to all patrons regardless of place of residence.
- B. Reference service is provided 100% of the hours that the library is open to the public.
- C. Reference service is provided in response to all forms of inquiry, including telephone calls, mail, telefax and e-mail.
- D. When reference questions cannot be answered in-house, the questions will be referred to other sources. Interlibrary loan services resulting from reference questions will be provided for patrons in good standing with a current Toulon District library card.
- E. Students with homework questions and trivia contest participants will be encouraged to use the library resources themselves.
- F. Fees will not be charged for in-house reference service. The patrons may be charged for fees charged to the library from referral sources. Whenever possible, the patrons will be advised of this cost before the referral is made.
- G. The staff will serve patrons courteously, impartially and with confidentiality.
- H. This reference service policy will be made available to the public.
- I. Reference service will be evaluated annually.

J. This policy will be reviewed and updated every third year or as needed by the staff, the library director, and the library board.

ARTICLE X
INTERLIBRARY LOAN POLICY STATEMENT

10.1 Definition: Interlibrary loans are transactions in which materials are made available from one library to another upon request. An Interlibrary loan is defined as a transaction in which the materials move from library to library.

10.2 Scope:

1. Interlibrary loan services are governed by the 1993 Interlibrary Loan Code for Illinois and the National Interlibrary Loan Code, 1993.

2. Each library is responsible for developing collections in response to local needs. Interlibrary loan is not a replacement for responsible collection development.

3. Any type of library material needed for the purposes of study, instruction, information, recreation or research may be requested from another library.

4. The lending library may decide whether a particular item should or should not be provided and whether the original or a copy should be sent.

5. Libraries shall not request types or formats of material which they own but do not make available to other libraries through interlibrary loan.

6. On a semi-annual basis, as requested by the State Library, the library shall complete a statistical report of interlibrary loan activities. These figures shall be forwarded to the RAILS for

compilation and reporting to the State.

10.3 Responsibilities of Borrowing Libraries:

1. The borrowing library is responsible for compliance with the copyright law (Title 17, U.S. Code) and its accompanying guidelines, and shall inform its users of the applicable portions of the law. An indication of compliance shall be provided with all copy requests.

2. Requesting libraries shall use their own resources before initiating interlibrary loan requests.

3. The borrowing library shall refer to the RAILS Direct Loan Chart prior to requesting any library material from an RAILS library to assure compliance with the lending library's policy.

4. Materials requested shall be described as completely and accurately as possible. Before a request is submitted, verification should be attempted. Libraries may attempt to verify requested titles in a specific discipline's equivalent.

5. The borrowing library shall honor the lending library's conditions of loan. The borrowing library shall convey these conditions to the patron.

6. Unless specifically forbidden by the lending library, the borrowing library may copy material, provided this does not violate copyright laws and no damage to the original material will result.

7. The borrowing library is responsible for returning loans promptly, the safety of materials and all repair or replacement costs in accordance with the policy of the lending library.

10.4 Responsibilities of the Lending Library:

1. Library shall implement liberal policies with due consideration for the needs of their primary clientele.

2. Lending library shall initiate processing of requests within one working day of receipt and shall complete the transaction within three working days of receipt.

3. The lending library shall notify the borrowing library promptly if material is not being sent.

4. The lending library shall notify the borrowing library of dates and duration of loans on the materials, special handling provisions and shall notify the borrowing library of the overdue

policies.

5. The lending library is responsible for informing the borrowing library of any failure to observe the provision of this policy.

10.5 Fees:

1. Library may not charge service fees or delivery fees for the loan of items to other RAILS libraries.

2. Library is encouraged to absorb the costs of providing photocopy service but may charge fees for copies.

3. Library may charge for special delivery handling (i.e., Federal Express delivery or Express service - 24 hour delivery of item or fax delivery).

4. Fee policies should be reported to the RAILS annually for distribution to the membership.

10.6 Violation of Responsibilities-Procedures: Continued disregard of the provisions of this policy statement shall be sufficient reason for suspension of borrowing privileges with RAILS and ILLINET.

1. In the event of an RAILS member library's continued disregard of this policy statement, the two RAILS members involved should attempt to resolve the issue directly.

2. If the RAILS members are unable to resolve an issue directly, a written complaint of a policy violation should be forwarded to RAILS. Any suspension will take place after due process which will include review by RAILS staff.

3. Suspension of a library's ILLINET privileges shall be reviewed by the State Librarian in accordance with System Rules and Regulations.

ARTICLE XI
***RESOLUTION PROVIDING FOR COMPLIANCE WITH
THE AMERICANS WITH DISABILITIES ACT OF 1990***

BE IT RESOLVED by the Board of Library Trustees of the City of Toulon, as follows:

11.1 Findings:

A. The Congress of the United States has adopted the Americans with Disabilities Act of 1991 (Public Law 101-336) for the purpose of eliminating discrimination against individuals with disabilities.

B. The Department of Justice published a Final Rule on July 26, 1991 (28CFR, Part

35, hereinafter the “Rule”) which sets the standards for implementing the Act.

C. The Act, among other things, prohibits exclusion of qualified individuals with a disability from services, programs or activities of any State or local government, including libraries, as of January 26, 1992.

D. The Act requires units of local government to make information concerning the Act and Rule and their application to its services, programs and activities available to applicants, participants, beneficiaries and other interest person.

11.2 Coordinator:

The Library Director is designated as the Coordinator to implement the Act and the Rule.

11.3 The Grievance Plan:

The Library shall make available to applicants, participants, beneficiaries and other interest persons, information regarding the provisions of the Act and its applicability to the services, programs or activities of the Library and make such information available in such manner as the Director finds necessary to apprise such persons of the protection against discrimination assured them by the Act.

11.4 Administrative Procedure for Grievances under Title II of the American with Disabilities Act:

SECTION I: Any person who has a grievance against Toulon Public Library District regarding alleged violations of Title II, Subpart ! of the Americans with Disabilities Act (the “Act”), shall submit the following information in writing to the ADA Coordinator as his/her grievance within six (6) months of the date of the occurrence:

- A. The complainant’s name, address and phone number;
- B. The relationship of the complainant to the Library;
- C. The basis of the complaint;
- D. The provisions of the Act implementing regulations allegedly violated;
- E. The date(s) of the alleged violation;
- F. The remedy or relief sought.

SECTION II: Upon receipt of the grievance, ADA Coordinator shall contact the complainant within ten (10) working days to arrange a conference with the complainant. The ADA Coordinator shall thereafter review the allegations of the complaint to the extent necessary to properly address and act on the complaint.

SECTION III: The ADA Coordinator shall notify the complainant in writing within ten (10) working days following the conference with the complainant of what, if any, action has

been, or will be taken regarding continued review of the complaint.

SECTION IV: At the conclusion of the review the ADA Coordinator shall advise the complainant within forty-five (45) days of the receipt of the complaint in writing of any final action to be taken on the complaint. If the complainant does not accept the action taken by the ADA Coordinator, the complainant may appeal in writing to the Board of Library Trustees. The Board shall review the appeal within thirty (30) calendar days of receipt of the same and notify the complainant of its concurrence or rejection of the ADA Coordinator's decision in writing, including any alternate resolution it wishes to implement.

SECTION V: If the complainant does not agree with the decision of the Board of Library Trustees, then the complainant may contact the Office of American With Disabilities, Civil Rights Division, Department of Justice, P.O. Box 66118, Washington, D.C., 20035-6118.

Library Bill of Rights

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

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect

people's privacy, safeguarding all library use data, including personally identifiable information.

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