

Table of Contents

Board of Trustees Bylaws..... Page 1
 Conflict of Interest for Members of Phoenixville Public Library
 Board of Trustees.....Page 5
Access PA Program..... Page 7
Availability of Service.....Page 8
Behavior.....Page 9
 Unattended Children.....Page 13
Borrowing.....Page 16
Circulation.....Page 34
Collection Development..... Page 37
Computer & Internet Use..... Page 45
Confidentiality of Library Circulation Records.....Page 52
Copyright..... Page 55
Electrical Equipment Use..... Page 56
Electronic Communication Devices.....Page 57
Facilities.....Page 58
Fees..... Page 59
Fines.....Page 60
Friends of the Phoenixville Public Library.....Page 62
Handouts/Displays.....Page 63
Interlibrary Loan Service.....Page 64
Materials Checkout.....Page 69
Materials Selection.....Page 70
Meeting Rooms.....Page 75
 Application for Use of Meeting Rooms.....Page 81
Online Transactions.....Page 83
Photography and Filming.....Page 85
Privacy.....Page 86
Records Retention.....Page 88
Reference Services.....Page 90
Volunteers.....Page 91
Whistleblower Protection.....Page 92
Addenda
 Library Bill of Rights..... Page 93
 Freedom to View Statement.....Page 94
 Access for Children and Young People to Videotapes and Other
 Nonprint Formats.....Page 95

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Phoenixville Public Library Board of Trustees By-Laws

Preamble

The Phoenixville Public Library, established in 1896 by the directors of the Phoenixville Area School District (the "Board of School Directors") as the Public Library of the Phoenixville School District, provides free library and information services as it fulfills its role as a member of the Chester County Library System, serving the Phoenixville Area School District and Charlestown Township.

ARTICLE I. NAME

The name of this organization shall be the Phoenixville Public Library.

ARTICLE II. MISSION

The mission of the Phoenixville Public Library is to provide access to information and services that address the educational, cultural and recreational needs of the community the Library serves.

ARTICLE III. BOARD

Section 1. The Board of Trustees of the Phoenixville Public Library (the "Library Trustees") shall consist of nine members, including the President of the Board of School Directors or a designee of the President, and the Superintendent of Schools. The remaining seven Library Trustees shall, to the extent possible, include at least one member from each of the townships served by the Phoenixville Area School District and the Borough of Phoenixville itself.

Section 2. The seven Library Trustees other than the President of the Board of School Directors (or the President's designee) and the School Superintendent shall be elected by the Board of School Directors.

Section 3. Expiration dates of the terms of each of the seven Library Trustees other than the President of the Board of School Directors (or the

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

President's designee) and the School Superintendent shall be staggered. Annually, two members shall be elected by the Board of School Directors for the term of three years. Each elected Library Trustee shall serve until his or her successor is duly qualified and elected, and, in the case of vacancy, shall serve for the remainder of any unexpired term. None of these seven elected Library Trustees shall serve more than nine consecutive years, in addition to any unexpired terms to which they may be appointed.

Section 4. The Library Trustees may set in motion due process for removal of an elected Library Trustee who fails to perform the duties required of a Library Trustee, which removal shall be subject to confirmation by the Board of School Directors.

ARTICLE IV. OFFICERS

Section 1. The officers of this organization shall be a president, a vice president, a recording secretary, and a treasurer.

Section 2. The president, vice president, recording secretary, and treasurer shall be elected to serve for one year or until their successors are elected, and their terms of office shall begin at the close of the July meeting at which they were elected.

ARTICLE V. DUTIES OF THE BOARD

The duties of the Library Trustees shall be: to secure adequate funding for the library, to hire the Executive Director, to evaluate the performance of the Executive Director on a yearly basis, to determine library policy, to approve the budget and the monthly financial statements and the annual independent audit, to attend meetings of the Library Trustees regularly, to work actively for the improvement of all libraries -supporting library legislation locally, statewide and nationally -and to become familiar with what constitutes good service.

ARTICLE VI. MEETINGS

Section 1. The regular meetings of the board shall be held on the second Monday of each month, year round, unless otherwise ordered by the

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

president. There shall be notification of at least one week for change in date of meeting.

Section 2. Special meetings can be called by the president, the purpose of the meeting to be stated in the call. Except in cases of emergency, at least three days' notice shall be given.

Section 3. Meetings of the Library Trustees shall take place at a meeting open to the public unless closed for a purpose or purposes consistent with the Pennsylvania Sunshine Act, as may be amended from time to time. If closed by the Library Trustees for purposes of executive session, only Library Trustees and individuals invited by the Library Trustees may be present. Library Trustees may discuss the business conducted in an executive session only with other Library Trustees or with persons present in the executive session by invitation of the Library Trustees. Library Trustees shall not discuss the business conducted in an executive session with others except with the consent of a majority of the Library Trustees. The Library Trustees may choose to seek the advice of legal counsel when considering granting said consent. The regular Library Trustees meeting minutes shall indicate when the Library Trustees went into an executive session, what the primary reason was, when the Library Trustees came out of executive session, and a general description of any formal decisions that were made in executive session. Nothing in the meeting minutes shall divulge any confidential information discussed in executive session.

Section 4. The Executive Director shall attend all Library Trustees meetings except during executive sessions called for the purpose of discussing the employment or performance of the Executive Director and where the Executive Director has not requested in writing that said executive sessions be conducted publicly. The duties of the Executive Director are: to act as executive officer of the Library Trustees, having sole charge of the administration of the library under the direction and review of the Library Trustees, to be responsible for the care of the buildings and equipment, for the employment and direction of the staff, for the efficiency of the library's service to the public, and for the operating of the library under the financial conditions set forth in the annual budget.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

ARTICLE VII. COMMITTEES

Committees, standing or special, local or system wide, shall be appointed by the president as deemed necessary to carry on the work of the Library Trustees. The president shall publicly announce at meetings of the Library Trustees the creation of any such committee contemporaneously with its creation, with the expectation that once created, said committees will regularly furnish the Library Trustees with a committee report. The president shall be ex-officio a member of all committees except the nominating committee.

ARTICLE VIII. PARLIAMENTARY AUTHORITY

The rules contained in the current edition of *Robert's Rules of Order Newly Revised* shall govern the Library Trustees in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any special rules of order the Library Trustees may adopt.

ARTICLE IX. AMENDMENT OF BY-LAWS

These by-laws can be amended at any regular meeting of the Library Trustees by a two-thirds vote of the full Library Trustees, provided that the amendment has been submitted in writing at the previous regular meeting.

Amended: 7/81

Amended: 4/87

Amended: 7/88

Amended: 11/11/02

Amended: 8/16/04

Amended: 12/13/04

Amended: 6/11/07

Amended: 10/12/09

Amended: 1/14/13

Amended: 3/10/14

**Conflict of Interest Policy
for Members of
Phoenixville Public Library Board of Trustees**

Members of the Board of Trustees of Phoenixville Public Library have varied backgrounds and come from a variety of settings. Some may have other roles that intersect with the work of Phoenixville Public Library. It is thus inevitable that situations may arise in which individual Board members may have or be perceived to have conflicts of interest.

Possible conflicts of interest should not preclude Library Board service. However, in governing the affairs of Phoenixville Public Library, Board members must act in the best interests of Phoenixville Public Library and be alert to those situations in which their outside interests or relationships may be in conflict with this primary role.

Service on Phoenixville Public Library Board of Trustees is purely voluntary and shall not be used as a means for private benefit or enurement or for the advantage of another organization.

The following conflict of interest policy applies to all Board Members and Officers of Phoenixville Public Library:

1. Any possible conflict of interest with the interests of Phoenixville Public Library on the part of any Board member shall be disclosed to the other members of the Board and made a matter of record, either through an annual procedure, or when the interest becomes a material one in relation to a matter before the Board. Board members are responsible to notify Board President of any changes that arise during the year. Board President will review all potential conflicts when identified.
2. Any Board member having a possible conflict of interest on a matter before the Board shall disclose the conflict and not participate in the decision-making process or use her/his personal influence on the matter. The minutes of the meeting shall reflect the disclosure and the abstention from the decision-making process.
3. The foregoing requirements shall not be construed as preventing the Board member from briefly stating his/her position on the matter or from answering pertinent questions from other Board members.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

4. This policy shall be reviewed at each January meeting of the Board of Trustees so as to be sure it continues to meet the needs of Phoenixville Public Library and so that any new Board members are made aware of it.

I have read the above statements and I am not aware of any conflicts of interest, except:

Signed: _____ Dated:

Revised & approved: 1/05

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

ACCESS PA—PARTICIPATION IN THE STATEWIDE LIBRARY CARD PROGRAM

Recognizing that library services within the Phoenixville Public Library's direct service area (Phoenixville Borough, the Townships of Schuylkill and East Pikeland) and throughout the Commonwealth is improved by the sharing of resources through direct borrowing, the Phoenixville Public Library agreed to participate in the statewide library system (Access PA) through the Chester County Library System.

Under this program, Pennsylvania residents who have a current and valid library card from their home library (as defined in the Pennsylvania Library Code) with an Access PA sticker affixed to it may borrow materials from the Phoenixville Public Library and any member of the Chester County Library system and may return materials to any participating Access PA library, as provided under Commonwealth Libraries guidelines. The same overdue fines, lost materials charges, and fees will be applied to Access PA borrowers as are applied to all other registered borrowers.

Approved April, 2003

AVAILABILITY OF SERVICE (WHO'S BEING SERVED)

The entire resources of the Phoenixville Public Library are available to all customers. An individual's right to use the Library will not be denied or abridged because of origin, age, background, views or disabilities. It is the parents or guardians, and only the parents or guardians, who can restrict their minor children from access to library materials and services.

Under many vendor agreements with the Chester County Library, use of online subscription services and databases from outside Phoenixville Public Library requires entry of a valid library card number.

Approved April, 2003

Revised & approved: 3/21/05

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

BEHAVIOR

Policy Statement

The Phoenixville Public Library welcomes and encourages the use of its facilities and resources by the public. Library customers are encouraged to assist staff in maintaining a safe environment with equal access to all.

Library Guidelines for Public Behavior

Customers shall not interfere with the use of the Library by other customers, or interfere with Library employees' performance of their duties. Such interference can include noisy, rowdy, boisterous, aggressive, or disruptive behavior.

Cell phone use is acceptable only in designated areas. Customers are asked to observe cell phone courtesy in the library: low voice, short conversation, low ringer, and proceed to designated cell phone area.

Sleeping in the library is considered interference with others' use of the library if the sleeping individual is snoring, reclining, or using seating intended for more than one person.

Soliciting in the library is prohibited.

Nonalcoholic covered beverages and bagged snack foods are permitted in the Library, except in the Computer Centers. The use of tobacco products in the Library is prohibited.

Any materials removed from the Library must be checked out on a valid library card. This does not pertain to free handouts.

Library materials may not be taken into the restrooms.

Shirts and shoes are required.

Animals assisting Library users with disabilities are permitted in the Library. Other animals may not be brought inside.

The Phoenixville Public Library assumes no responsibility for the personal belongings of customers while using the library.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Staff reserves the right to inspect any bags, briefcases, or purses.

Failure to follow these guidelines may result in expulsion from the Library by staff and/or denial of privileges by the Executive Director. Any customer whose privileges have been denied may have the decision reviewed by the Library Board of Trustees.

General Information/Introduction

The following information should assist staff in understanding the purposes of the policy and the spirit in which it is to be implemented. The Phoenixville Public Library Board and staff have endorsed the following guidelines, based upon constitutional principles, in developing and approving a policy for library behavior.

Taken from the American Library Association's *Proposed Guidelines for the Development of Policies Regarding User Behavior and Library Usage*.

- Regulation of customer behavior must be approached within the framework of the law including local and state statutes and constitutional standards under the First and Fourteenth Amendments, as referring to due process and equal treatment under the law.
- Public library service is based on the First Amendment right of free expression. Public libraries are recognized as limited public forums for access to information and may be held to a higher standard of constitutional review than may be required of other public services and facilities.
- The government has a significant interest in maintaining a library environment that is conducive to all users' exercise of their constitutionally protected right to receive information. This interest authorizes publicly supported libraries to maintain a safe and healthy environment in which library users and staff can be free from harassment, intimidation, and threats to their safety and well-being.

Restrictions

- Should apply only to those activities that materially interfere with the public's right of access to library facilities, the safety of users and staff and the protection of library resources and facilities;

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- Should be based upon actual behavior and not upon arbitrary distinctions between individuals and classes of individuals;
- Should not restrict access to the library by persons who merely inspire anger, annoyance, or negative subjective reactions; and
- Must be enforced evenhandedly.

Implementation

It is the policy of the Phoenixville Public Library to treat all Library customers equally, fairly, and respectfully and assume that all persons have a legitimate reason for being in the Library. However, there are circumstances, when handling difficult situations, which call for a reasoned but firm response. At such times, staff must use common sense and a positive attitude. Although the following guidelines do offer steps toward resolution in a number of circumstances, staff members need to understand the intent of these procedures as well as the specific recommendations. All staff have a responsibility to be aware of potential problems and alert the Person In Charge (PIC) and/or other staff when they sense a potential problem, as well as an actual problem.

Basic Staff Guidelines

Determine whether the condition is life-threatening. If so, call 911 immediately.

If staff witnesses or is informed of a crime, immediately notify other staff and/or the PIC to call 911.

If staff observes unusual behavior, they are to report their observations to other staff and/or the PIC.

Record all incidents (behavior problems or other unusual occurrences) in the Incident Report Log.

General Staff Guidelines

1. Always attempt to handle the problem positively. Inform customers of the guideline(s) and ask for compliance. Customers may, in fact, be unaware that their behavior is disturbing others or is against Library guidelines.
2. When positive techniques fail, staff or the PIC may issue a warning to the customer.

First Warning: Warnings should be delivered in a neutral voice, should restate the guideline and offer the consequences if the behavior does not stop. Consequences might be asking one or more individuals to leave the Library.

In some situations having other staff and/or the PIC present while staff delivers the warning may reinforce the seriousness of the situation to the customer.

When appropriate, warnings and/or discussion of problems should take place out of range of other customers, but not in an isolated place.

Staff is not to argue, reason with, or communicate any option to the difficult customers other than the following, and staff is to share the following statement with them the first time (use it as a guide):

“In this library you are expected to be quiet. You can read, study, or do research. Your behavior is not appropriate and you are disturbing the staff and other customers. You can stay here and be quiet or you can leave. Please cooperate with us. If I have to come over again, I will ask you to leave.”

3. Applying the consequences: When Library customers fail to heed the First Warning, the consequences stated should be applied. If the consequence is having a customer leave, staff and/or the PIC will escort him/her to the door. Do not touch the customer. If separating a noisy group, stand by while they comply.
 - a) If staff does go over to customers a second time, they should advise them as follows (absolutely no exceptions):

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

“I have given you your warning. You’re not playing by the rules. I’m asking you to leave and not to come back today. If you do not leave the Library property or if you do come back, the police may arrest you for trespassing and could issue you a citation that could cost you up to \$300.00 plus court costs.”

- b) If at all possible, have another staff member go to the phone and call 911 before going to the customers to ask them to leave. When the police arrive, follow up with them.

Customer refuses to leave: When Library customers have been asked to leave the building and refuse to do so, staff and/or the PIC tells them that they have no alternative but to call the police. If they still do not leave, staff or PIC will call 911.

Unattended Children

During library hours, children under the age of 9 must be under the care of an adult or responsible teenager at all times, including while the adult is using a public computer or looking for library materials.

Guidelines for Staff Implementation

1. If a staff member becomes aware of a child under the age of 9 alone in the library, the child’s caregiver should be located and asked to stay with the child. A child is considered alone even if the caregiver is in the library but far from the child.
2. If the caregiver cannot be located, the staff member should inform the PIC and escort the child to the Children’s Library. The PIC or designated Children’s Library staff should attempt to contact a caregiver.
 - a. If that person is expected within 30 minutes, Children’s Library staff should keep the child under observation until the caregiver arrives. When the caregiver arrives, staff should
 - explain Library Policy about unattended children;
 - say that no public place, including the Library, can guarantee the safety of a young child alone;
 - tell the person that, if he or she had not come, 911 would have been called.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- b. If the child does not know when the caregiver will return but can give contact information, staff should try to reach the caregiver.
 - If successful, ask the person to come immediately for the child. If the person cannot come within 30 minutes, tell him or her that 911 will be called to pick up the child. (PIC and Children's Library staff may use some discretion in determining if an extension of the 30 minute time limit is appropriate.)
 - If not successful in reaching the caregiver, notify PIC. Call 911 and inform them of situation. Notify other staff to be alert for the caregiver looking for the child so that the caregiver can be properly directed.
 - c. If child cannot give contact information, call 911 as above.
3. If a staff member becomes concerned about the behavior or the vulnerability of an unaccompanied child 9 years of age or older, *
 - a. staff member should notify the PIC and the Children's Library, who will assess the situation together.
 - b. if in their judgment the situation requires parental involvement, staff should follow the steps given above for contacting a caregiver or, if necessary, calling 911.
 - c. Like all other members of the public, unaccompanied children of any age, as well as children who are accompanied, must abide by the Library's Behavior Policy.

At Closing Time

Children under the age of 16 who are unattended or waiting for transportation when the Library closes will be monitored and assisted by staff until transportation or 911 responders arrive. Staff will not provide transportation to children under any circumstances.

Guidelines for Staff Implementation

If children under the age of 16 are waiting outside the Library entrance at closing, the PIC or designee will monitor them from inside the Library while closing procedures are completed. After ten minutes the PIC will call 911, report the situation, and wait with another staff member until responders arrive.

1. At closing, the PIC or designee will

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- a. ask any unattended children if they are expecting a ride, when the ride is coming, and if they need to use the telephone;
 - b. offer the use of a library telephone to any child.
2. If any children are still waiting outside the library entrance after 10 minutes and when the PIC and staff are ready to leave, the PIC and one other person will wait with the children. At that time, the PIC will
- a. Ask the name of the children
 - b. Inform them that, for their safety, the Library is calling 911.
 - c. Discourage, but do not physically prevent, children from leaving the area unless they are in imminent danger.*
 - d. Post a notice at entrance stating that “Unattended children are in the care of 911 responders, who may be reached at 610-935-2440.”
 - e. If the ride arrives before the 911 responders, inform the driver that 911 has been called. Call 911 to say the emergency has been resolved.
3. An Incident Report will be completed then or in the morning.

*** Library staff may take action they deem appropriate and necessary to provide for the welfare and safety of an unattended child until a caregiver or emergency responder arrives.**

If staff determines that a situation is life-threatening or that a crime has been committed, 911 should be called immediately.

Approved April, 2003

Revised and approved: 7/11/11, 2/13/12

BORROWING POLICY (Chester County Library System-Wide Policy)

The Chester County Library System (CCLS) provides prompt, accurate and courteous service to all patrons regardless of race, color, ethnicity, national origin, gender, sexual orientation, religion, age, socioeconomic status, disability, immigration status, background, and/or views. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community.

Service to the public takes priority over any other duties. We handle in-person and telephone requests for service in the order that they arrive, but temper this rule by handling brief requests before lengthy ones if patrons are waiting. If a patron has a time-consuming request that is delaying service to other patrons, we offer to complete the questions later, or we get help from another staff member.

All patron transaction records are strictly confidential. With the proper ID or library card number, a patron can get a printout of his/her fines or outstanding books and may be told his/her standing on a reserves waiting list. No information may be given regarding any other patron unless that patron's account indicates permission.

CCLS member libraries issue library cards to establish a patron account, facilitate loan of materials and use of online resources, and to enable the libraries to keep a record of which materials are on loan to patrons. Individuals who live, work, own property or attend school in Chester County are eligible for a free library card. CCLS member libraries are participants in the ACCESS PA Statewide Library card program and abide by its rules and regulations for free patron reciprocal library cards. Other individuals who desire a library card may be charged a fee.

Parents or Guardians are responsible for their minor's access to materials and services. The CCLS member libraries and staff do not act *in loco parentis*.

CCLS sets loan periods and loan limits in order to provide patrons with fair and reasonable access to the libraries' materials. The CCLS sets limits on the length of time that an individual can keep a specific type of material in order to more fairly distribute limited materials. The limit also reflects the fact that it takes more time to utilize some types of materials than others.

CCLS allows for the renewal of library materials as a courtesy to patrons who have not completed their use of an item. Limits on renewals exist so that all patrons can have an equal opportunity to use the libraries' materials.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

CCLS charges fines as an incentive for patrons to return materials in a timely manner so that other patrons can have access to the items.

CCLS charges a processing fee to offset the cost of recovering and replacing lost and damaged library materials. Some member libraries charge borrowing fees for providing certain popular and high-demand materials (i.e., rental books, DVDs, audiobooks).

At the discretion of the owning Library's Director or designee, CCLS member libraries may extend continued borrowing privileges to patrons who claim that they have returned materials that the circulation system indicates are still checked out to them.

CCLS sends notices to patrons in the form of due date reminders by email, and overdue notices by email, phone or letter, as a courtesy to remind them when items are due, and of materials kept past the due date. Patrons are notified by mail when being billed for items that remain outstanding after prior notice.

CCLS accepts requests (holds) for circulating library materials in order to provide access to high demand materials and materials located at the various member libraries. Holds are fulfilled in chronological order by which they are received from the patron.

CCLS utilizes the services of a collection agency to assist the library in recovering long overdue materials, billed charges for lost and damaged items, and/or unpaid balances. This allows us to maintain the integrity of the libraries' collections and ensure availability of materials to library users.

Approved October 16, 2012

Revised March 19, 2013

Regulations and Procedures

Library Cards

Definition

A card containing a 14 digit unique identifying number issued to a patron to establish a patron account. This card facilitates the use of online resources and enables the libraries to maintain a record of which materials are on loan to a patron.

Regulations

Obtaining a Library Card

1. On the library card application, the applicant must provide his or her full, legal name, address, and date of birth.
2. Adult applicants must also provide valid ID (i.e., driver's license) that verifies name and current address.
3. Anyone under the age of 18 may be issued a library card after completing an application provided that the applicant's parent or adult guardian signs the application to evidence his/her agreement to be financially responsible for the use of the card and any fines or other charges incurred pursuant to the Borrowing Policy.
4. *The parent or legal guardian and minor must be present in order to apply for a library card. Exceptions may be granted by a member library's Director or designee.*
5. Upon turning 18 a minor who has a library card will need to apply for a new card and thereby assume financial responsibility for his account.
6. Emancipated minors who have proof of their court ordered emancipation, may receive a card without parental consent.
7. Institutions may receive an institutional library card providing the Director (or other authorized person) of the agency is willing to sign a statement committing the institution to being responsible for all books checked out on the institutional card.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

8. Provisional library cards are available to PA state residents who cannot provide ID to verify current address. These cards are issued with a 90 day expiration date, and 2 item borrowing limit. Provisional status and restrictions are removed when ID that verifies current address is presented. Please contact your local library for more information.
9. All library cards are verified as active accounts every three years. If at the end of three years there has been no activity on the account and there are no outstanding charges or unreturned materials, the account is considered inactive and is deleted.
10. Active adult library card accounts are subject to a 3 year expiration period. Expired cards cannot be used to borrow or renew materials, place holds, or download e-materials. To reactivate an expired card the cardholder must present ID that verifies current address, in person, at any member library.

Borrowing Privileges

1. Patrons can maintain full library borrowing privileges by:
 - a. returning materials on or before the due date
 - b. adhering to the borrowing limits for all types of material (100 items at a time maximum)
 - c. paying for lost or damaged materials before the item is 28 days overdue
 - d. not exceeding a total of \$10.00 owed on their account
 - e. promptly informing the library of any change of address or phone number
 - f. presenting ID that verifies current address prior to the library card expiration date of an adult cardholder
2. Patrons must provide a library card to check out library materials. If a library card is not available, the patron must provide an ID and proof of address that exactly matches the address in the patron's account.
3. Patrons under the age of 18, if unable to provide a library card or ID, may verbally provide address and phone number as proof of identification, but both the address and phone number must match

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

those in the library's records. If the child cannot provide address and phone number, a parent or guardian may do so for them, if both are present.

4. Whenever a patron calls a member library to conduct a transaction on his/her account, he or she must provide a library card number and/or his or her name.
5. A patron's account is considered delinquent when items are overdue or money is owed. This status may affect the patron's ability to borrow materials from the library, or to place items on reserve.
6. A patron's borrowing privileges may be suspended under the following circumstances:
 - a. When an item is overdue by 28 days.
 - b. A patron exceeds borrowing limits by type or quantity of material.
 - c. When the total amount of unpaid fines and fees exceeds \$10.00.
 - d. When a patron's account has been referred to the Collection Agency and all money owed has not been paid in full.
 - e. A patron's library card has expired.
 - f. A parent or guardian has completed required documentation to "Withdraw Consent to be Responsible Party" for a minor's library account.

In these instances, the patron's borrowing privileges will be suspended until the outstanding issue is resolved.

7. Using another patron's library card to check out materials is permitted. However the card must be presented to do so. Without the card, items cannot be borrowed on another patron's account. The only exception to this is for pick-up of reserved items by a designee whose permission is specifically noted in the account.

Lost, Stolen, or Previously Issued Library Cards

1. Patrons must report lost or stolen cards in order to avoid being held responsible for materials checked out on their cards.
2. There is a charge of \$3.00 to replace a lost library card.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

3. In the event that a card is reported stolen, the library has the option of waiving the replacement fee.
4. If a patron reports a card lost or stolen, the patron must provide identification in order to get a new library card in addition to paying the \$3.00 replacement fee. Children under the age of 18 who do not have ID, may use a parent or guardian's ID with matching address.
5. If a patron comes to the circulation desk with a previously issued library card (i.e. a card that has been replaced with another card), the patron must show identification before the staff person will look up the current active account.

Patron Responsibilities

1. A library patron is responsible for all materials checked out on his or her card and on the cards of minors for whom he/she has assumed responsibility for on a library card application.
2. The individual named on an adult account, or the adult who has signed as responsible party for a minor's card, is responsible for all fines and fees assessed to that account.
3. An adult who has signed as "Responsible Party" for a minor's library card may withdraw that consent at any time by completing a "Withdrawal of Consent to be Responsible Party" form in person at any member library.
4. Withdrawal of consent will suspend borrowing privileges on the account, but does not release the responsible party from the proper care and safe return of materials currently borrowed or for payment of all charges incurred on the account prior to the date of withdrawal of consent.
5. All lost or stolen library cards should be reported immediately so that a message can be added to the account to prohibit unauthorized use of the card. The owner of the card is responsible for all items checked out on the card until the card is reported lost or stolen.
6. When a patron moves, it is the responsibility of the patron to inform circulation staff at a member library of changes to his/her

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

address, telephone number, email address or other account information.

Library Employee and Volunteer Borrowing Privileges

Library employees, volunteers and board members are subject to all of the rules and regulations in the Borrowing Policy with the exception of the following privileges:

1. Library employees are granted fine-free and fee-free borrowing privileges.
2. Employees may not renew books that are on reserve for other patrons or staff members.
3. Employees must wait their turn on reserve lists and may not change their priority to be higher on the list for materials.
4. Staff members who leave the employ of a CCLS member library (non-retirees) will have their status changed from “employee” status to “standard” patron status.
5. Retirees
 - A P-type will be reserved for retired library employees.
 - Member libraries will establish criteria for eligibility for retiree status.
 - Retired library employees will be fine free and fees will be decided at each member library.
6. Library volunteers are extended fee-free borrowing privileges at the member library at which they volunteer. Volunteers are not exempt from paying fines.
7. Individuals who abuse these privileges may have their borrowing privileges revoked.

Material Loan Periods and Limits

Definitions

- Loan Period – is the total number of hours, days or weeks that one patron can keep a specific item.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- Loan Limit – is the total number of items of a specific type or total value that any one patron can have on loan at one time.
- Rental Book – is one that has been purchased specifically to supplement the regular collection. Rental books are not holdable. Individuals can borrow these items for a fee.

Regulations

1. Library materials are lent for a period of 21 days, with the following exceptions:
 - a. New Release Popular DVDs: 3 days
 - b. Rental Books, New Release TV series, videos, video games and DVDs: 7 days
 - c. OverDrive titles: 7 or 14 days
 - d. TV Series: 14 days
 - e. Magazines: At the discretion of the library
 - f. Reference materials circulate at the discretion of the library.
 - g. Interlibrary Loan (non-CCLS member): due date set by the lending institution.
2. The length of time or number of items of a certain type (e.g., holiday books, books on specific subjects or by specific authors) that patrons may borrow may be temporarily limited at the discretion of a member library. Any limits must be publicly posted and for a specific period of time. When the designated period of time has expired, the restriction will be promptly removed. *(Examples: during the month of February, Black History books may be set to a circulation period of two weeks. On March 1, the circulation period shall be reset to the original three weeks. At Christmas, a member library may find it necessary to limit the number of holiday books borrowed by any one person based on the size of the collection.)*
3. Loan limits exist to enable fair access to the libraries' materials. Patrons are limited to borrowing up to 100 items total.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

4. Patrons may borrow multiple copies of the same title at the same time.
5. Loan periods on 21-day materials may be extended at the discretion of circulation staff for a variety of reasons: vacations, illness, physical impairment, etc. However, the loan period may not exceed seven weeks (49 days). High demand items (titles with holds) are not to be extended.
6. Institutional/teacher loans: extended loan periods may be offered to teachers, institutions and organizations at the discretion of a member library's Director or designee.

Renewals

Definition

A renewal is an extension of the original loan period.

Regulations

1. Renewals are granted dependent upon:
 - a. material type
 - b. the presence of a request for the material by another patron (i.e. hold)
2. Materials may be renewed twice providing a hold for the material has not been placed by another patron, with the exception of OverDrive titles which may only be renewed once.
3. Additional renewals beyond the original two can be granted at the discretion of a member library.
4. Library materials can be renewed in person, by phone or through the online catalog on the CCLS website .
5. Overdue materials may be renewed in person, by phone or online; however any fines incurred prior to the renewal will be added to the patron's account.
6. To maintain the integrity of the reserve system, items for which other patrons have placed holds may not be renewed.
7. Staff may renew materials to allow patrons more time to look for a lost item, providing the patron's account is not delinquent for other

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

reasons. However, patrons may not continually renew materials in order to avoid paying for a lost item.

8. When the renewal limit has been reached, it is the patron's responsibility to return the item or risk incurring a fine or lost book charge.
9. Staff will provide patrons with the new due date whenever an item is renewed. If an item is renewed over the phone or online, it is the patron's responsibility to record the new due date.
10. If the patron's account is delinquent, materials cannot be renewed. Exceptions can be granted at the discretion of a member library.
11. Renewal requests for Interlibrary Loan materials can only be granted by the lending institution. Requests to renew an ILL must go through the Interlibrary Loan department. Requests should be made three days before the item is due, so that the lending library may be contacted for approval.

Fines and Fees

Definitions

- Fine – a charge imposed per day per item for the late return of library materials.
- Fee – a charge imposed per item (may be for a specific time period).

Regulations

Overdue Fines

1. Items not returned by the due date will be charged overdue fines as follows:
 - Adult Materials - 25¢/day (\$10 max.)
(Books, Audiobooks, Music CDs, Videocassettes/DVDs/Blu-rays)
 - Children's Materials - 15¢/day (\$10 max.)
(Books, Audiobooks, Music CDs, Videocassettes/DVDs/Blu-rays)
 - Software/CD-ROMs/Video Games - 25¢/day (\$20 max.)
 - Rental Books - 25¢/day (\$10 max.)

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- Nooks - \$5/day (\$35 max.)
2. Borrowing privileges will be suspended when the amount of money owed reaches or exceeds \$10.00 in fines and/or fees.
 3. No fines will be charged on the days the owning library is closed.
 4. Staff will inform patrons of money owed each time the patron borrows materials.
 5. For a detailed description of notices, how and when they are sent, please see the Notice section.

Miscellaneous Fees

CCLS reserves the right to pass on the cost of fees incurred when borrowing an item for a patron through interlibrary loan whether the patron picks up the item or not.

Fines and Fees for Unreturned, Lost or Damaged Materials

1. Once items have not been returned 28 days after the due date, the item will be marked “billed.”
2. Patrons may address unreturned, lost, and damaged items on their accounts in one of the following two ways:
 - a. A replacement fee is paid to cover the cost of the item, or
 - b. The patron may arrange to provide the owning library with a new replacement that is identical in title, edition and format to the originally borrowed item. This form of replacement requires prior approval of the member library Director, or his/her designee.
3. A processing fee of \$4.00 is charged in addition to the cost of replacing any library material.
4. The replacement cost of lost or damaged item(s) (examples include: books, magazines, audio books, videos, DVDs, or music CDs) will be based on the original retail price of the item(s).
5. In the event the original retail price was not recorded, the current replacement cost for any lost or damaged item(s) will be the charged.
6. The cost of replacing individual unreturned, lost or damaged audio book tapes or CDs from multipart items will be \$8.00 each plus a

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

\$4.00 processing fee if an individual CD purchase is available for that item. If not, the price for the replacement of a full set will be charged.

7. Patrons will receive a receipt for payment received when paying for an unreturned, lost or damaged item.
8. Payments for unreturned, lost or damaged materials are non-refundable.
9. The full cost of the item shall be assessed for any items returned damaged.
10. The patron may keep any damaged items for which they have paid.

Paying Library Fines and Fees

1. Fines for materials from the CCLS can be paid at any of the CCLS member libraries. Fines can be paid in person by cash, check, or money order. Some member libraries may be able to accept credit card transactions. Receipts are printed upon request.
2. Checks and money orders may be mailed to any member library. The patron's account number must be written on the check/money order to ensure that the proper account is credited.
3. Fines and fees may also be paid online. The CCLS accepts Visa, MasterCard and Discover Card for payments made online from the patron's account in the online catalog. If an email address is included with the credit card information, a receipt of payment will be sent automatically. A payment receipt also displays online and may be printed.

Claims Returned

Definition

Claims returned means that a patron has indicated that they have returned an item that the circulation system indicates is still on their account.

Regulations

1. If a patron indicates, by phone or in person, that they have returned items the circulation system indicates are still checked out to them,

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

the staff will search the shelves for the items. This may include contacting other member libraries.

2. A shelf search will be initiated by a staff member who will advise the patron of the amount of time it will take to conduct a thorough search for the item.
3. If the search cannot be done immediately, the patron will be instructed to expect a call from staff, or be advised to contact the library or view their account online at the end of a designated period to determine the results of the search.
4. At the same time, library staff should instruct the patron to do a thorough search of their premises as well.
5. If the item in question is found on the library's shelves, the patron will be notified and the item will be discharged from the patron's account in such a way that no fines will be incurred.
6. Patrons may perform their own shelf search for the items in question. If they are found, the items will be discharged from the patron's account in such a way that no fines will be incurred.
7. If the items in question are not found on the library's shelves, with approval of the library Director or designee, a staff member may mark the item Claims Returned and discharge the item from the patron's account.
8. When staff marks an item as Claims Returned, a claims returned note is added to the patron's account automatically by the circulation system. This note will be removed from a patron's account only if the item is located either by the patron at home or by staff at the library.
9. The library maintains, as a part of the patron's account, a count of the number of items a patron has claimed to return over their borrowing history as a patron. This history, along with the patron's general account status, may be utilized when deciding to mark an item Claims Returned and to discharge it from the patron's account.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

10. If a patron finds an item previously claimed to be returned, they are expected to return the item to the library and will not incur an overdue penalty for doing so.

Notices

Definitions

- A courtesy notice is an email notice sent to patrons when one or more materials they have borrowed are due in three days.
- An overdue item is an item that has not been returned to the library by the due date.
- An overdue notice is a notice delivered by email, telephone, or US mail, listing library materials that have been retained past the due date.
- A final notice is a bill sent by mail for the replacement cost of an unreturned item.

Regulations

1. Courtesy notices are issued through the CCLS two days before an item is due. Only patrons with a valid email address in their account, or who have opted to receive text messages (standard text messaging rates apply), will receive these notices.
2. The first overdue notice will be issued to patrons when materials checked out on the patron's card have been kept 7 days past the due date. These notices are sent either by email, text (standard text messaging rates apply), telephone notification or US Mail.
3. The second overdue notice will be issued to patrons when materials checked out on the patron's card have been kept **21 days** (3 weeks) past the due date. . These notices are sent either by email, text (standard text messaging rates apply), telephone notification or US Mail.
4. The final notice, a bill for replacement of the overdue item, will be issued when the item has been kept **42 days** (6 weeks) past the due date. These notices are sent by US Mail.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

5. Under \$10 owed, patrons are reminded (by staff) of fines but have access to all services except Interlibrary Loan.
6. Between \$10 and \$15 fines owed, patrons have no borrowing privileges. Patrons are reminded (by staff) of fines owed at the time of their visit.
7. Patrons that owe between \$15 and \$34.99 are sent an “Outstanding Charges” notice. This is sent once a month via email and printed bill by the member library.
8. Patrons that owe \$35 and over qualify for the Collection process and individual accounts are sent to the Collection Management Agency. (See the Collection Agency section for more information).

Library Material Holds

Definitions

- A hold is a request, placed by a patron, for an item from the CCLS collection to be held in their name for future pickup from a designated member library.
- A patron in good standing is defined as an individual whose account shows no overdue or lost materials, or outstanding charges in excess of \$10.00.

Regulations

1. All library patrons in good standing may place holds on holdable CCLS library materials.
2. Patrons whose borrowing privileges are suspended may not place holds on library materials.
3. There is no charge for placing a hold on library materials.
4. Some material types (e.g., rental books and reference materials) may not have holds placed on them.
5. Only materials listed in the online catalog may have holds placed on them. Patrons may place a hold on on-order items as soon as they are listed in the online catalog.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

6. Holds must be picked up in person, or by those designated by name in the patron's account with permission to pick up in their absence, and can only be checked out to the patron account upon which the hold was placed.
7. Patrons are limited to a total of 30 holds at one time.
8. Patrons may place holds in person, by telephone, and via the online catalog on the CCLS website.
9. Unless the pickup location is specifically designated by the patron, holds will be delivered to the patron's default member library.
10. Notification that an item on hold is available for pick-up will be done by email, text message, telephone or mail.
11. Patrons may not place a hold on more than one copy of a specific title. If additional copies are needed, patrons may contact their local library.
12. Holds will be held for the patron for seven library business days after they are placed on the holds shelf.
13. A patron can designate another individual to pick up their hold by notifying the library in advance, or by completing an online request form on the CCLS website.
14. Holds will remain active for nine months (default setting). If the hold has not been filled by that time, patrons who have a valid email address will receive an email notice that their hold has been cancelled.

Collection Agency

Definitions

A collection agency is a third-party company that specializes in resource recovery. The collection agency contacts patrons and informs them of outstanding accounts for either materials or monies owed.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Regulations

1. Accounts that have unpaid bills totaling \$35.00 or more will be referred to the collection agency within a 2-4 week period of meeting that dollar amount. In the case of a minor's account, the parent or guardian who has signed as the responsible party for the account will be referred to the collection agency.
2. When the patron's account is tagged for reporting to the collection agency, an additional non-refundable \$10.00 charge will be added to the patron's account.
3. The collection agency follows these steps until the account is settled:
 - a. The day the delinquent account is received from the library, the collection agency mails a letter to the patron, or to responsible party.
 - b. Between days 21-28 an initial phone call is made
 - c. On day 42, a second letter is mailed.
 - d. Between days 65-79, a second phone call is made.
 - e. On day 85, a letter is mailed.
 - f. On day 120, a letter is mailed.
 - g. Between days 141-181, a final phone call is made.
4. Once a patron has been referred to the collection agency, all fines and fees must be paid in full before borrowing privileges can be restored. Patron accounts will remain blocked until all money owed has been paid.
5. At the discretion of the Library Director or designee, a payment plan may be implemented to pay off a patron's debt. However, the patron must pay according to the agreed upon schedule toward the resolution of the debt. During the time the patron is regularly making payments, CCLS will arrange for the collection agency to suspend collection activity. A missed payment will result in the account again becoming active with the collection agency. Borrowing privileges are not restored until the account is paid in full.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

6. If a patron pays their fines or fees after the account has been reported to the collection bureaus, the collection agency policy is to remove the account from the patron's credit report with their initial consumer reporting each month. There should be no negative record of the debt after the bureaus update their records, which typically occurs within 30-60 days after payment is received by the library.
7. If a patron would need proof of payment the collection agency is happy to provide the patron with a paid in full letter.

Revised July 29, 2016

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

CIRCULATION

The following schedule applies:

Item	May be checked out...	Renewals allowed
Books, Magazines*, Audiobooks, Music CDs	3 weeks	1
eBooks, eAudiobooks, Hotspots	1 or 2 weeks	1
DVDs (including New Release TV Series), Software, Videogames/Reference Books	1 week	1
DVD TV Series	2 weeks	1
Museum Passes	3 days	0
Public Laptops	1 day (in-Library use only)	0

*Current issues do not circulate.

- Holds may be placed on all items at Phoenixville Public Library, except non-circulating Reference items. Holds for hotspots and museum passes must be placed in person or by phone.
- No renewals of items on hold for other customers.
- Audiobooks, DVDs, software, and videogames may be renewed by phone or in person. Rental charges are assessed where appropriate and are added manually to a patron's record if renewal is by phone.
- Overdue items may be renewed, provided there are no holds on the item and the item has not gone to billing. If item has gone to billing and customer is present and pays all fines for that item, it may be renewed.
- Total number of items that may be checked out at one time is at the discretion of the customer, with the following exceptions:
 - Children's Holiday books are limited to three books per subject.
 - Children's books are limited to three books per subject when there are known school projects.

DVD/Video Game Policy

There is a \$2.00 rental charge for each feature DVD/video game. Charge must be paid at time of checkout. Customers are advised to use them at their own risk. The Library is not responsible for damage to a customer's DVD/game player. DVDs/video games damaged through carelessness, lost, or not returned will be billed to the borrower. To rent R-rated DVDs or M-rated video games you must be at least 18 years of age and show proof of age, or be accompanied by a parent or guardian. This policy applies to all DVDs/video games checked out at Phoenixville Public Library, regardless of owning library. It is recommended that adults review DVDs/video games intended to be shown to/played by children under the age of 18.

Customers who inform staff that a rental DVD/video game was unable to be viewed due to defect or previously sustained damage are entitled to one free DVD/video game rental.

Software Policy

There is a \$2.00 rental charge for each software item. Charge must be paid at time of checkout. Phoenixville Public Library is not responsible for damage to a customer's computer resulting from use of software. Unauthorized copying of software is illegal. Software damaged, lost, or not returned will be billed to the borrower.

Audiobooks Policy

There is a \$2.00 rental charge for each audiobook. Charge must be paid at time of checkout.

Hotspots Policy

There is a \$2.00/day rental charge for each hotspot. Borrowers must be age 18 or older, have an up-to-date library card and registration and a Library account in good standing (i.e., no fines or fees or other restrictions on card). Rental fee must be paid at time of pickup. Hotspot must be returned to the Adult Library Circulation Desk, not the outside bookdrops.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Museum Pass Policy

There is no charge for checkout of a museum pass. Borrowers must be age 18 or older, have an up-to-date library card and registration and a Library account in good standing (i.e., no fines or fees or other restrictions on card). Museum pass must be returned to the Adult Library Circulation Desk, not the outside bookdrops.

Approved April, 2003; Revised February & Summer, 2004

Revised & approved: 3/21/05, 10/10/05, 3/13/06, 3/12/07, 7/9/07, 1/14/08, 7/13/09, 2/14/11, 6/9/14, 3/14/16, 4/9/18

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

COLLECTION DEVELOPMENT

Mission Statement

The mission of the Phoenixville Public Library is to provide access to information and services that address the educational, cultural and recreational needs of the community the Library serves.

Purpose

The purpose of the collection development policy is to state clearly the principles for selecting materials for the Phoenixville Public Library.

Responsibility for Selection

Adult materials selection is the responsibility of the Head of Adult Services. Children's materials selection is the responsibility of the Children's Librarian. Ultimate responsibility for materials selection rests with the Director, who operates within the framework of policies determined by the Library's Board of Trustees.

Service Responses

The Phoenixville Public Library Board of Trustees has identified two service responses for the Phoenixville Public Library, relative to its collection development. They are listed below with their accompanying goals.

Service Response #1: Lifelong Learning

Goals:

- All community members will have access to a wide variety of materials and information to pursue lifelong learning so they can enhance their quality of life.
- Youth and their families will have access to a welcoming place for information and services to support individual and family development.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- All children under the age of five will have the opportunity to develop the language and prereading skills they need to enjoy reading and use information through and beyond their years of formal education.

Service Response #2: Current Topics and Titles

Goals:

- All community members will have access to popular and current topics and titles in a variety of formats so they can pursue individual interests.
- Older adults will have access to cultural, educational and recreational opportunities and materials to support individual needs.
- The Library's collections will be organized in ways that make items easy to find and will be merchandised through use of displays and display shelving.

Formats

The Library will collect appropriate materials in a variety of formats in support of its stated service responses. These include, but are not limited to:

- Books: including fiction and nonfiction, hardback and paperback, and large type titles
- Periodicals: magazines, newspapers
- Audio materials: books on tape and CD, music CDs
- Video materials: videocassettes, DVDs
- Electronic materials: CD-ROMs, Internet access, and online databases

Collection Locations

Adult Collection

Adult Fiction
Mystery
Science Fiction
Paperback Fiction
Large Type

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Adult Nonfiction
Oversize Nonfiction
Biography
Collective Biography
Circulating Encyclopedias

YA Fiction
YA Paperback Fiction
YA Nonfiction

Reference
Reference Desk
Reference CD-ROMs
Vertical file material (brochures, pamphlets, etc. for in-library use)

Magazines
Newspapers

Books on Tape
Books on CD

Videos
DVDs

Software
Music CDs

Children's Collection

Juvenile Fiction
Juvenile Nonfiction
Biography

Reference
Reference CD-ROMs

Easy Books Fiction
Easy Books Nonfiction

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Easy Reader Fiction
Easy Reader Nonfiction

Bridge Reader Fiction
Series Fiction

Parent/Teacher Nonfiction

Board Books
Oversize Books
Holiday Books

Magazines

Books on Tape
Videos
DVDs

Software
Music CDs

Criteria for Selection

Phoenixville Public Library acquires and makes available materials that inform, educate, and entertain. Selection will be guided by a Collection Development Plan, based on the results of a WLN Conspectus analysis of the collection, to be implemented by the end of 2007. The Library will participate in cooperative collection development with Chester County Library and the school libraries of the Phoenixville Area School District. Collection development will also take into account the continuing utilization of the interlibrary loan services provided by the Chester County Library.

Materials are selected:

- in a timely manner to meet customers' interests and needs. Staff will purchase current materials proportionate to levels of demand and use, taking care to anticipate and respond to indications of significant new needs.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- to support the Library's service responses. The Library provides, within its financial limitations, a collection for the general public that embraces broad areas of knowledge, works of enduring value, and timely materials on popular cultural and social trends, in diverse formats.
- to present balanced points of view within the collection.

Consideration is given to:

- Content and style of the work as a whole
- Soundness of the author's approach and attitude
- Local authors
- Accuracy
- Authoritativeness
- Public demand
- Timeliness
- Literary merit
- Cost
- Enduring value
- Social significance
- Language – English, except for material with broad appeal in other languages
- The Library's existing collection
- Scarcity of literature on the subject
- Quality and suitability of format
- Interlibrary loan availability
- Other community resources

Selection tools include professional and trade journals, reviews from reputable sources, publishers' promotional materials, print and online vendor catalogs, best-seller lists, subject bibliographies, and award-winning or award-nominated items. Purchase suggestions from the public are given consideration in the context of the collection development policy.

The selection of materials for the collection does not constitute an endorsement of contents. The Phoenixville Public Library recognizes that some materials may be controversial and that any given item may offend some customers. Selection decisions are made on the merits of a particular

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

item in relation to building the collection and fulfilling the service responses of the Library.

Donations and Gifts

Donations of books and other materials are accepted with the understanding that they may be used or disposed of in accordance with the Library's collection development policy. The librarians make these decisions. The Library does not accept items whose copyright is more than 10 years old, textbooks, incomplete encyclopedias, encyclopedia yearbooks, Reader's Digest Condensed Books, or National Geographic or other magazines, except where approved by the Board of Trustees.

Memorial, honorary, and monetary gifts are welcome with the understanding that the Library has the final decision on which materials are purchased. The donor's request for a specific title, subject area, or format will be considered. Bookplates will be used to acknowledge the donor of memorial and honorary gifts.

All suitable donations become part of the general collection and should not require special shelving or circulation procedures, unless recommended to and approved by the Board of Trustees. Conditions relating to any donation either before or after its acceptance by the Library may be imposed only upon approval by the Board of Trustees. Donated items which are not suited to the collection will be given to the Friends of the Phoenixville Public Library for their book sales or Friends Books, or to other nonprofit organizations, or they shall be disposed of in a manner the Library deems appropriate. Donated rare, local materials, with the exception of items pertaining to Phoenixville Public Library, are given to the Historical Society of the Phoenixville Area.

Art objects or memorabilia offered to the Library must be evaluated for acceptance by the Board of Trustees. Their decision will be influenced by space availability, cost of insurance and upkeep, relevance to the purposes of the Library, and significance to the community.

Donors of items accepted by the Library may request an acknowledgement of their gift, but the Library cannot, by law, appraise or establish the value of items donated.

Withdrawal of Items

Titles are withdrawn from the Library’s collection through systematic weeding by the librarians. To maintain the vitality of the collection, the removal of outdated, superseded, damaged, seldom used, and excess copies is to be done on a regular and systematic basis, utilizing the CREW method or other professionally acknowledged guidelines. Weeded materials will be given to the Friends of the Phoenixville Public Library for their book sale, or to other nonprofit organizations, or they shall be disposed of in a manner the Library deems appropriate.

Lost or damaged items are replaced using the same guidelines governing the selection of new materials. Factors in replacement decisions are:

- Appropriateness to the Library’s collection plan.
- Number of copies the Library now owns.
- Availability of newer materials on the subject.
- Importance of the work in its field.
- Cost to replace.

Out of print titles in bad condition may be rebound if of historical value.

Statement of Concern Form

The Statement of Concern Form should be used when a customer has a concern about materials in the Library and wishes to register this concern in writing. The procedure is as follows.

Customers should initially be directed to talk with appropriate staff, e.g., Children’s Librarian, Head of Adult Services, to discuss the materials in question. If the customer wishes to express his/her concerns in a more formal manner, he/she should complete the Statement of Concern Form. The form will be referred to the Library Director, who will send a letter acknowledging its receipt, along with a copy of the Collection Development Policy, to the customer.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Within a month, a review of the item will be completed by Library staff, who will make a recommendation to the Library Director. The Library Director will then notify the customer of his/her decision in writing. If the individual is not satisfied with the action taken, he/she may appeal to the Board of Trustees of the Phoenixville Public Library.

Approved April, 2003

Revised & approved February, 2005

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

COMPUTER & INTERNET USE

Phoenixville Public Library provides Library customers use of computers and laptops for the Chester County Library System's online catalog, Internet access, word processing, and a variety of tutorials and games. The Library provides access to the Internet through Chesconet and the Chester County Library System. These services are available to customers at no cost, with the exceptions of printing and the purchasing of disks and flash drives (see "Fees" below).

Guidelines

Computer workstations in the Computer Center, the Children's Library, and in the Young Adult room are controlled by Envisionware PC Reservation and Print Management software. They are available during regular library hours and shut down automatically 15 minutes before Library closing time.

A patron must use their valid Chester County Library System card barcode number to log on to a computer workstation. A patron may obtain a guest pass from the Circulation Desks if they are not eligible to obtain a library card. Patrons in collections or owing at least \$10.00 in fines on their Library account are blocked from using a computer until their fines have been cleared or their items have been returned.

Public computers are available on a first-come, first served basis. In the Computer Center, the next available computer may be reserved at the Print Release/Computer Reservation station. Patrons using their library card barcodes are entitled to a minimum of two 60-minute sessions per day on Computer Center or Young Adult Room computers, or a minimum of two 30-minute sessions per day on Children's Library computers. A guest pass entitles the user to a maximum of 60 minutes' computer usage per day.

When a patron's session is complete, extended time may be granted automatically if that computer has not been reserved or other computers are available in that particular location. A patron may also request additional time from staff at the Circulation or Reference Desks.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

A patron can end their session before the time limit has been reached and can suspend a session if they must leave the computer for a brief period of time.

To use computers in the Computer Center, children below age 13 must be accompanied by a parent or legal guardian, who must sign in with their library card. Children above age 12 may not use computers in the Children's Library. Adults may not use computers in the Children's Library unless accompanied by a child, who must sign in with their library card. Computers in the Young Adult room are limited to patrons ages 13 through 18.

No more than two persons at a time are permitted at any computer workstation.

Library laptops may be checked out by patrons at least 18 years of age from the Adult Circulation Desk for use only in the Adult Library. Patrons are guaranteed two 60-minute laptop checkouts per day. Usage may continue beyond 60 minutes depending on laptop or iPad availability. A photo ID and valid library card are required.

Patron Information and Responsibilities (Chester County Library System-Wide Policy)

Definitions:

CCLS is the Chester County Library System and its member libraries.

- Patrons may not use CCLS provided Internet stations or wireless connections for unlawful purposes or to view prohibited content.
- Patrons who use CCLS provided Internet stations or wireless connections are responsible for complying with all applicable Policies and Guidelines.
- Individuals may not store files on CCLS devices. Files or other data found on hard drives are deleted as part of daily clean-up procedures.
- Patrons may use USB ports on the fronts of CCLS computers for their own USB-compatible devices. CCLS is not responsible for any corruption of data that may occur or for devices left at CCLS facilities.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- Patrons may not alter CCLS's hardware and may not use any ports or jacks at the backs of Library computers to attach any equipment or peripherals to a CCLS device.
- CCLS's wireless connections are intended for those using their own laptops, notebooks, PDAs, or other similar devices. CCLS is not responsible for corruption of software or data on users' devices while using Library wireless connections.
- Wireless communications are not secure. Wireless users should avoid transmitting credit card or other sensitive personal information through wireless connections.
- Wireless printing may be available at some CCLS facilities. Wireless users wishing to print from their wireless computing devices at a CCLS facility should check with library staff at the facility to determine if it is available and any requirements.
- Patrons are responsible for damage to or loss of CCLS hardware and software caused by negligence. Replacement costs apply in cases of loss or damage.
- Patrons can request from staff general guidance for making wireless connections. CCLS Staff are not permitted to configure users' personal computing devices.

Staff Roles and Responsibilities (Chester County Library System-Wide Policy)

Definitions:

CCLS is the Chester County Library System and its member libraries.

- CCLS staff can guide parents to materials and sites that will help them use the Internet with their children.
- CCLS staff are available to assist users in accessing information on the Internet and to answer questions or concerns. However, time does not permit staff to provide in-depth training on the Internet or personal computer use on demand. The CCLS regularly offers workshops for the public on the Internet and its specific applications.
- CCLS staff will provide general guidance for using wireless connections. Due to liability concerns, CCLS staff is not permitted to configure users' personal computing devices.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- In compliance with CIPA, Library staff will override a block on Internet sites imposed by the filter upon request by an adult 17 and older, for any lawful purpose and in compliance with the provisions of Pennsylvania law summarized in the Policy above. The Library will unblock erroneously blocked sites upon any request by a minor. Staff may refer to *Filtering Procedures and FAQs*, available on the CCLS intranet under **Filtering Information**. If unblocking results in the display of inappropriate images on the monitor, CCLS staff will follow the guidelines given in the next bullet.
- A CCLS staff member who notices inappropriate images or materials displayed on a monitor should immediately approach the user, tell the user in a quiet, neutral, objective manner that the display is not permitted in the Library's public setting, and politely ask the user to remove it. If there is any hesitation on the user's part the staff member should immediately minimize the image or turn the monitor off if the image is on a CCLS computer. If the image is on a personal laptop or notebook, the staff member *may not touch* the user's personal computing equipment but should stay with the user until the image is removed. The staff member should explain to the user that any further display of such materials will result in denial of computer and wireless use privileges and, possibly, in a request to leave the facility.
- Although the primary objective of CCLS staff that sees inappropriate images displayed on a monitor is to clear the display from public view, there are additional concerns if images appear to be child pornography. If a displayed image appears to be child pornography and if there are no other library users in the area at the time, the staff member should call a staff member from another area as a second witness to what appears on the monitor. This is particularly important if the staff member is aware that the same user previously displayed a similar type of image.
- If a staff member feels that a criminal activity may be taking place, he or she should immediately involve another staff member as a witness and, when possible, the Person In Charge (PIC) to determine if police should be called (911). If the situation is urgent and the PIC is not immediately available, any staff member may call 911. (*See also Library Behavior Policy.*)
- The CCLS Executive Director is the custodian of CCLS owned/leased computer hardware. Any request by law enforcement officials or

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

others for access to such hardware must be referred to the CCLS Executive Director.

Fees

- Printouts – black & white: 15 cents/page; color: 35 cents/page payable at Print Release/Computer Reservation station in Computer Center for Computer Center and Young Adult room computers; payable at the Children’s Circulation Desk for Children’s Library computers.
- CD-Rs/DVD-Rs -- 50 cents/disk, available at the Circulation Desks.
- Flash drives -- \$8.00 ea., available at the Circulation Desks.

Internet Acceptable Use Policy (Chester County Library System-Wide Policy)

The Phoenixville Public Library, a member of the Chester County Library System (CCLS) provides public access to the Internet and other electronic resources through CCLS provided computers and wireless connections. These connections and computers are leased, owned, or provided by the Chester County Library System. Users of these computers or wireless connections may use them for any purpose that does not violate this policy as well as the CCLS Internet Acceptable Use policy (http://www.ccls.org/cwo/Acceptable_Use). It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community, and to respond to advances in technology and the changing needs of its customers. Phoenixville Public Library recognizes that the Internet is a rich but unregulated resource and that not all sources on the Internet provide information that is accurate, complete, current, legal, or philosophically acceptable to all citizens. Phoenixville Public Library selects links for their web site to guide users to sites that have been reviewed according to the same selection criteria used for other library resources.

Individual users assume the responsibility for determining the suitability of Internet content for themselves. Phoenixville Public Library affirms the right and responsibility of parents and legal guardians for deciding what library resources, including those found on the Internet, are appropriate for their own minor children. Phoenixville Public Library staff

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

do not act *in loco parentis* to restrict what a child may access. Phoenixville Public Library discourages all customers (especially minors) from disclosure, use, or dissemination of personal information while interacting with others through direct electronic communications, such as social networking web sites, chat rooms and email. Unauthorized disclosure, use, and dissemination of personal information regarding minors is strictly prohibited.

CCLS uses technology protection measures to filter content in accordance and compliance with the federal Children's Internet Protection Act, (CIPA), Pub. L. No. 106-554, Div. B., Title XVII, 114 Stat. 2763A-335 (2000).

Users of CCLS provided computers or wireless connections may not use them for any purpose that violates federal, state or local laws. Users must respect all copyright laws and licensing agreements pertaining to electronic files and other resources obtained via the Internet. The viewing of pages that contain or display sexually explicit images or materials or obscenity as defined in 18PaCS 5903 is prohibited in Pennsylvania in a public library environment. The viewing of child pornography is a criminal act and may be prosecutable as a felony. CCLS will assist in the prosecution of criminal activity. The CCLS Executive Director is the custodian of CCLS owned/leased computer hardware. Any request by law enforcement officials or others for access to such hardware must be referred to the CCLS Executive Director.

Phoenixville Public Library does lease or own some hardware. The Phoenixville Public Library Executive Director is the custodian of record for those devices. Any request by law enforcement officials or others for access to this hardware must be referred to the Phoenixville Public Library Executive Director.

Phoenixville Public Library and CCLS reserve the right to terminate an individual's use of an electronic resource, library computer or wireless connection at any time for failure to comply with Phoenixville Public Library or CCLS Policies or Guidelines.

Approved April, 2003;

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Revised November, 2003;

Revised September 2004;

Revised & approved 10/10/05, 6/12/06, 3/10/08, 7/12/10, 2/14/11, 7/11/11,
12/10/12, 9/9/13, 7/10/17, 5/14/18

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

CONFIDENTIALITY OF LIBRARY CIRCULATION RECORDS (Chester County Library System-Wide Policy)

BACKGROUND

Public library service is based on the First Amendment of the United States Constitution, which guarantees the right of free expression. Inherent in this right is the freedom to read, to listen, and to view without interference and surveillance.

The Board of Trustees of the Chester County Library System affirms the Code of Ethics of the American Library Association which states, *“We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.”*

POLICY STATEMENT

It is the policy of the Chester County Library System (CCLS) to endorse and comply with the Public Library Code, Act of Nov. 1, 2012, P.L. 0, No. 210, specifically § 9375, quoted below.

Privacy of circulation records.

Records of the following institutions which relate to the circulation of library materials and contain the names or other personally identifying information of users of the materials shall be confidential and may not be made available to anyone except by a court order in a criminal proceeding:

- (1) The State Library.*
- (2) A local library established or maintained under the provisions of this chapter.*
- (3) The library of a university, college or educational institution chartered by the Commonwealth.*
- (4) The library of a public school.*
- (5) A library established and maintained under a law of this Commonwealth.*
- (6) A branch reading room, deposit station or agency operated in connection with a library described in this section.*

The CCLS defines “circulation records” to include the user’s personally identifiable information, the borrowing of member libraries materials, interlibrary loan records, Internet and electronic resource records and other

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

personally identifiable uses of the CCLS integrated library system (ILS) or CCLS network.

The Board of Trustees of CCLS further considers confidential; the use of library materials in the member libraries; requests for information or materials by author, title or subject; reading, listening or viewing habits related to author, title or subject; and other personally identifiable uses of library materials, equipment, or services.

The CCLS interprets possession of a CCLS library card (or card number in a phone or email request) as consent to use it unless it has been reported lost or stolen, or there is reason to believe that consent has not been given.

CCLS member libraries or their affiliate partners (library foundations/trusts or Friends of Library) may send users information on services, programs or requests to support the library(s). In connection with any library related fundraising, CCLS may use and disclose patron contact information to our affiliate partners. However, CCLS will not disclose individuals borrowing information except as required by law. Patrons may opt out by contacting their local library.

Persons attending library programs or public meetings may be video recorded or photographed as an audience member. These images may be used for libraries' programming or promotion, including the libraries' websites, the Internet and other media.

Security cameras are installed in some member libraries. Authorized staff may view recordings/feeds. Libraries' security camera recordings may be available for view by others upon receipt of an open records or law enforcement request. Requests should be made to the member library where the cameras are installed.

The CCLS expects staff and volunteers to treat all confidential information similarly, regardless of the individual's age.

It is also the policy of the CCLS to comply with federal laws such as the USA PATRIOT Act (2001; P.L. 107-56) which allows access to library information by law enforcement agencies by proper legal order.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

The custodian of “circulation records” is the Chester County Library System Executive Director.

Requests for “circulation records” should be made in writing to the CCLS Executive Director at 450 Exton Square Parkway, Exton PA 19341. Requests for other confidential information should be made in writing to the Director of the CCLS Member Library where the transaction occurred.

The CCLS recognizes its obligation to protect user confidentiality to the extent possible within the framework of the law. The Library’s response to legal orders will be guided by the advice of the County Solicitor’s Office.

Approved October 16, 2012

Revised and Approved April 15, 2014

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

COPYRIGHT

1. It is the intent of the Phoenixville Public Library Board of Trustees that the Phoenixville Public Library comply with the U.S. Copyright Law (Title 17, *U.S. Code*, Sect. 101, et seq.). This policy represents a sincere effort to observe the copyright law.
2. Employees are prohibited from copying copyrighted works unless the action is authorized by (a) specific exemptions in the copyright law, (b) the principle of fair use, (c) the fair-use guidelines, or (d) licenses or written permission from the copyright owner. Any other copying must be approved by the institution's Copyright Officer on a case-by-case basis.
3. The Copyright Officer shall place the following copyright warning on or near copying equipment:

Notice: The copyright law of the United States (Title 17 U.S. Code) governs the copying of copyrighted materials. The person using this machine is liable for any infringement.

4. Employees who willfully disregard the Library's copyright policy do so at their own risk and assume all liability, including the possibility of disciplinary action for persistent copyright infringements. If the Copyright Officer is aware of copyright infringements by an employee, he or she shall take appropriate steps to stop the illegal actions.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

ELECTRICAL EQUIPMENT USE

Laptop computers and other electrical equipment may be used in public areas of the Library if their use is not disruptive to others and if electrical cords are not a danger to users by trailing across aisles or creating other obstacles.

At the present time, the Library does not have the technical ability to allow users to connect computing devices to the Library's network. (See also Internet Acceptable Use Policy.)

Approved April, 2003

Revised & approved: 3/21/05

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

ELECTRONIC COMMUNICATION DEVICES

The use of personal electronic communication devices in the Library, such as cell phones, should be brief and should not disturb other Library customers. Ring tones must be silenced.

Approved 6/14/10

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

FACILITIES

The Library, as a public institution and a Phoenixville School District building, is committed to providing a clean and welcoming environment for both the general public and the staff. The facilities will comply with the “Americans with Disabilities Act.” Reasonable accommodations will be made to serve the needs of library users. If necessary, staff assistance will be provided.

The Phoenixville Public Library is smoke-free. Smoking is prohibited in all interior areas of the Library. Smoking is also prohibited on the property for anyone under 18 years of age.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

FEES

Fees may be applicable, at the discretion of the Board of Trustees of the Phoenixville Public Library, for services which may include, but are not limited to:

- Providing a service that incurs an additional cost to the Library with each use, e.g. materials for programs.
- Providing Library facilities and staff to outside organizations.
- Providing use of equipment, e.g. photocopiers, computer printers.
- Providing new services for which funding is not otherwise available.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

FINES

The following schedule applies:

Item	Fines per day	Maximum fine
Adult books, adult audiobooks, music CDs, DVDs, Blu-Rays, software	25 cents	\$10.00/item
Children's books & audiobooks	15 cents	\$10.00/item
Magazines	25 cents	\$3.00/item
ILL and IDS	25 cents	Set by owner library
Hotspots	\$20.00	\$100.00
Lost/damaged items		Replacement cost or from guide below

Lost items, whose cost is not in the online catalog or in online tools such as *Amazon.com* or *Books in Print*, will be billed as follows:

Items purchased pre-1995:	Adult \$20.00, Children \$15.00
Items purchased pre-1980:	Adult \$14.95, Children \$12.95
Items purchased pre-1970:	Adult \$12.95, Children \$10.95
Items purchased pre-1960:	\$5.00
Paperbacks, fiction:	\$3.00
Paperbacks, nonfiction:	\$7.00

Cost for material purchased since 1995 should be in the bibliographic record for the item.

Phoenixville Public Library does not accept customer donation of copies of lost or damaged Library items in lieu of payment of replacement costs.

No refunds for lost items paid. A lost item that is paid for and later found by the customer becomes the property of the customer.

Lost Chester County Library System cards may be replaced for \$3.00.

Lost or damaged hotspots may be replaced for \$70.00, plus a \$25.00 processing fee.

Lost or damaged museum passes may be replaced for the cost of the pass, plus a \$25.00 processing fee.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Approved April, 2003; Revised May, 2004

Revised & approved 10/10/05, 6/12/06, 7/13/09, 6/9/14, 3/14/16, 4/9/18

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

FRIENDS OF THE PHOENIXVILLE PUBLIC LIBRARY

General Statement of Support

- The Board of Trustees of the Phoenixville Public Library recognizes the need for a total community involvement in providing quality library services and accepts the philosophy that Friends of the Library are highly desirable since they provide an excellent bridge between the library and the community.
- Friends of Library group should develop and enact by-laws.
- Friends of Library group should be self-supporting.
- Proceeds from programs and projects should be devoted to worthwhile library improvements developed by the Library Board, Director, and staff.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

HANDOUTS / DISPLAYS

The Phoenixville Public Library will sometimes act as a distribution point for handout materials for public awareness. These items may represent diverse points of view.

Posted information and displays are limited to:

- Educational information
- Artistic/cultural programs and services
- Information from or about community or civic organizations

Advertising by for-profit concerns, religious tracts, or partisan political materials may not be posted, displayed or distributed in the Library, except with Library Board approval.

Except in unusual circumstances, fund-raising advertisements and activities will be limited to those that directly benefit the Library or the Friends.

Materials must be left at the Circulation Desks for approval. No poster, flyer, brochure or display may be placed in the Library without permission of the Library Director or the Director's designee.

Acceptance of a display or distribution of handout materials does not indicate that the Library endorses a particular idea, cause or activity.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

INTERLIBRARY LOAN SERVICE (Chester County Library System-Wide Policy)

The Chester County Library System (CCLS) provides prompt, accurate and courteous service to all patrons regardless of race, color, ethnicity, national origin, gender, sexual orientation, religion, age, socioeconomic status, disability, immigration status, background, and/or views. It offers this in fulfillment of its mission to develop services, resources and collections that meet the cultural, informational, recreational, and educational needs of its diverse community.

The Chester County Library System agrees to endorse the 2011 Pennsylvania Interlibrary Loan Guidelines (<http://www.webjunction.org/partners/pennsylvania/pa-resources/ill.html>).

CCLS member libraries agree to follow the policies and procedures of the Chester County Library System in regards to the provision of Interlibrary Loan service.

I. Introduction

Interlibrary loan service is essential to the vitality of libraries of all types and sizes as a means of greatly expanding the range of materials available to users. Lending between libraries is in the public interest and should be encouraged. Interlibrary Loan Service should serve as an adjunct to, not a substitute for, collection development. When resources within the state and then the region have been exhausted, loan requests to more distant libraries should then conform to the provisions of the Interlibrary Loan Code for the United States (<http://www.ala.org/rusa/resources/guidelines/interlibrary>).

II. Definition

An interlibrary loan is a transaction in which library material or a copy of the material is made available by one library to another upon request.

III. Purpose

The purpose of an interlibrary loan as defined in this policy is to obtain library material not available in the Chester County Library System.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

IV. Scope

- A. Under the terms of this policy, it is permissible to request on interlibrary loan from CCLS Member Libraries (the libraries) any type of library material. The libraries will decide in each case whether a particular item can be provided.
- B. The libraries will not ordinarily lend the following type of materials:
 - 1. Rare or valuable material.
 - 2. Bulky or fragile items which are difficult to ship.
 - 3. Material in high demand at the lending libraries.
 - 4. Material with local circulation restrictions.
 - 5. Unique material that would be difficult or impossible to replace.

V. Responsibilities of the borrowing libraries

- A. Each library should provide the resources to meet the ordinary needs and interests of its primary users. Material requested from another library under this code should generally be limited to those items that do not conform to the library's collection development policy or for which there is no recurring demand.
- C. Borrowing libraries should make every effort to exhaust their own resources before resorting to interlibrary loans.
- D. Each library should inform its users of the purpose of interlibrary loan and of the library's interlibrary borrowing policy.
- E. The borrowing library's user, for whom the material is being requested, must have current local borrowing privileges and their account must be in good standing (no fines, fees or other concerns) to be eligible for interlibrary loan.
- F. The borrowing library is responsible for compliance with the copyright law (Title 17, *US Code*) and its accompanying guidelines, and should inform its users of the applicable portions of the law.
- G. Requested material must be described as completely and accurately as possible following accepted bibliographic practice. If an item cannot be verified, the statement "cannot verify" should be included along with information about the original source of citation.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- H. Standard interlibrary loan formats should be used for all requests.
- I. The safety of borrowed materials is the responsibility of the borrowing library from the time the material leaves the lending library until it is received back by the lending library. The borrowing library is responsible for packaging the material to ensure its return in good condition. If damage or loss occurs, the borrowing library must meet all costs of repairs or replacement in accordance with the preferences of the lending library.
- J. The borrowing library and its users must comply with the conditions of loan established by the lending library. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with the applicable copyright laws and no damage to the original volume would result.

VI. Responsibilities of lending libraries

- A. The decision to lend material is at the discretion of the lending library, which will interpret as generously as possible its own lending policy with due consideration to the interests of its primary users.
- K. A statement of interlibrary loan policy should be made available upon request.
- L. The lending library should process requests promptly. Conditions of loan should be stated clearly and material should be packaged carefully. The lending library should notify the borrowing library when unable to fill a request, stating the reason for not filling the request whenever possible.
- M. The lending library will comply with current copyright law (Title 17 U.S.C.) and its accompanying guidelines.

VII. Expenses

- A. The borrowing library should be prepared to assume any costs charged by the lending library and should attempt to anticipate charges and authorize them on the initial request.
- N. If the charges are more than nominal and not authorized by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed.

VIII. Duration of loan

- A. The duration of loan, unless otherwise specified by the lending library, is the period of time the item may remain with the borrowing library disregarding the time spent in transit.
- O. Interlibrary loan material should be returned promptly.
- P. A renewal request should be sent in time to reach the lending library no later than the due date. It is up to the discretion of the lending library whether or not a renewal will be granted.
- Q. All material on loan is subject to immediate recall, and the borrowing library should comply promptly.

IX. Confidentiality of Interlibrary Loan Requests

- A. By endorsing this policy, libraries accept the interpretation that interlibrary loan borrowing and lending records fall under the legal guaranties of confidentiality as specified in the Library Code, Act of June 14, 1961, P.L. 324, as amended through July 1, 1985, Section 428.
- R. Libraries are not required or encouraged to retain records beyond a time frame dictated by local standard practice or copyright compliance guidelines.

X. Confidentiality of Library Records

It is the policy of the Chester County Library System to endorse and comply with the [PA] Library Code, Act of June 14, 1961, P.L. 324 as amended through July 1, 2000, specifically Section 428, added 1984, June 27, P.L. 431, No. 90, Section 3, commonly referred to as “Act 90”, quoted below.

Library Circulation Records

“Records related to the circulation of library materials which contain the names or other personally identifying details regarding the users of the State Library or any local library which is established or maintained under any law of the Commonwealth or the library of any university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding.”

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Approved Oct. 16, 2012

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

MATERIALS CHECKOUT

A library card should be presented for all checkouts. In the event a library card is not available, an ID may be substituted. The customer is to be informed that the library card should be presented for future checkouts. In the event the circulation system is down, a library card is required.

Customers must be informed at checkout of any overdue items or fines against their account. If the customer has at least \$25.00 in fines, he/she must pay the total fine amount before he/she may check out additional materials. All fines must be paid before a customer may check out a rental item.

If the “Block” message appears on a customer account, the transaction must be terminated. All problems with this account must be resolved before a transaction may take place. A customer will be blocked if he/she has:

- 100 items currently checked out; or
- at least \$100.00 in fines; or
- at least one overdue item that has gone to the billing stage

Approved April, 2003

Revised December, 2004

Revised & approved: 3/21/05

Revised & approved: 3/12/07

Revised & approved: 11/12/07

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

MATERIALS SELECTION (Chester County Library System-Wide Policy)

Vision

Chester County libraries are nationally recognized model welcoming centers of knowledge, inspiration and opportunity for all residents and contribute to healthy, safe and economically vibrant communities throughout Chester County.

Mission

The Chester County Library System strengthens and leverages the power of the public libraries in our community to ensure that every resident of Chester County has access to exceptional opportunities to read, learn, create, connect and contribute to a better quality of life.

Purpose

The purpose of the Chester County Library System Materials Selection Policy is to state clearly the principles that guide the selection of materials by Chester County Library System (CCLS) member libraries to ensure that the shared collection is responsive to the needs of the residents of Chester County.

Responsibilities

Each member library is responsible for developing its own Materials Selection Policy that is reviewed at least every two years. These policies will address at a minimum the following areas:

- Mission statement
- Statement of purpose
- Demographics of local service area
- Identify local service responses (See Library Service Levels below)
- Responsibility for selection
- Description of the selection process, including (but not limited to):
 - Criteria for selection (See Criteria for Selection below)
 - Formats
 - Patron requests (See Patron Requests below)

- Gifts
- Weeding
- Statement of concern

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- Appendices:
 - 1st Amendment;
 - Library Bill of Rights;
 - Freedom to Read and
 - Freedom to View;
 - Copyright Policy

Materials Selection for resources that are acquired/licensed utilizing State (or other negotiated or shared funds) is performed by the Member Library Directors and Branch Managers (or their designees) and will consider the Criteria for Selection as are outlined below.

Library Service Levels

Member libraries are expected to choose the appropriate level based on the demographics and needs of their service area and the available resources.

1. **Popular materials center** offers materials in a variety of formats covering:

- a. Current topics and titles
- b. Career information
- c. Consumer information
- d. General information
- e. Early literacy
- f. Community resources

2. **Local resources center** offers the types of materials offered in popular materials centers in a variety of formats and may also include the following materials:

- g. Business information
- h. Local history/genealogy
- i. Specialized fiction & nonfiction collections
- j. Reference collection serving local needs
- k. Adult Literacy services
- l. Information literacy
- m. Parenting collection

3. **Regional resource center** offers the types of materials offered in popular materials and local resource centers in a variety of formats and may also include the following materials:

- n. Fiction & nonfiction collections serving the County's needs

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

- o. Reference collections serving the County's information needs
- p. Business Reference Services & Outreach
- q. Adult & Children's Outreach Services & Collections
- r. Government information
- s. Funding Information
- t. Professional collection

The member libraries will collect balanced materials in a variety of formats in support of their stated library service level.

Formats

The CCLS looks to provide resources in a variety of formats. On occasion, member libraries will add materials in new formats and/or delete formats that have reached their obsolescence. Those decisions are made utilizing criteria outlined in each member library Materials Selection Policy. The shared catalog reflects the formats that are available.

Patron Requests

The CCLS looks to meet its patron's needs through sharing collections and services. Patrons may request titles not owned in the system by visiting their local library and filling out a request form, or by filling out the online Suggestion for Purchase form (<http://www.ccls.org/145/Request-an-Item>). While each library cannot guarantee to purchase all requested items, each request will be considered in conjunction with the library's material selection policy.

System members use Interlibrary Loan to satisfy patron requests for items that are not in the shared collection while abiding by the Interlibrary Loan code of PA. Patrons may request titles via Interlibrary Loan by visiting their local library, or by filling out the online Interlibrary Loan request form (<http://www.ccls.org/145/Request-an-Item>).

High Demand Items

High demand items are defined as materials with relatively few copies in relation to the number of patrons waiting to borrow them.

The CCLS strives to maintain wait times for high demand items to be no longer than 12 weeks, regardless of format (for example: holds ratios of 4

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

reserves : 1 copy for 3 week loan period items, 6 reserves :1 copy for 2 week loan period items, etc.)

Each member library is responsible for monitoring the wait times of items on hold and should purchase additional copies to fulfill this goal.

Criteria for Selection

The CCLS acquires and makes available shared materials to all System cardholders within its financial limitations. All collections are shared through the catalog and van service (unless specifically limited to designated locations).

The materials are selected:

- To satisfy the needs and interests of the residents
- To support the library service levels
- To present balanced points of view

Consideration is given to:

- Accuracy
- Attention of critics, reviewers, media and the public
- Authoritativeness
- Availability of funds
- Circulation of existing items by audience, genre, topic and format
- Cost and availability of resource
- Existing collections and holdings
- Suitability of format for library use and content
- Organization and ease of use
- Other regional resources
- Public interest
- Timeliness

Selection tools include professional trade journals, general media, subject bibliographies, publishers' materials, and staff knowledge and expertise. Purchase suggestions and donations from the public are given consideration in the context of the selection policy.

The selection of materials for the shared collections does not constitute an endorsement of contents. The CCLS recognizes that some materials may be controversial and that any given item may offend some patrons. Selection

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

decisions are made on the merits of a particular item in relation to building the collection and fulfilling the library service levels of the System.

Collection Maintenance

Collection maintenance, the quality control of a collection's usefulness, is an integral part of collection development and management. To maintain the vitality of the shared resources, the removal of outdated, superseded, damaged, seldom used, and excess resources is done on a regular and systematic basis.

Statement of Concern

Statements of concern regarding a shared resource will initially be addressed at the member library where the concern is raised. The procedure for addressing such concerns should be identified in the member library's Material Selection Policy. If further action is required, the member library will contact the System Executive Director.

Appendices

The documents contained in the appendices:

- 1st Amendment;
- Library Bill of Rights;
- Freedom to Read and
- Freedom to View;
- Copyright Policy;

have been affirmed by the Board of Trustees of the Chester County Library System.

Approved October 25, 2016

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

MEETING ROOMS

Phoenixville Public Library's meeting rooms are used for Library and School District purposes and are also provided to the public for cultural, civic and educational purposes. Meeting rooms will, to the extent that is legal and consistent with Library policies, be made available to the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. Permission to meet at the Library does not constitute an endorsement of that group's policies or beliefs. Attendance at meetings is limited by order of the Fire Marshall.

Two rooms are available for use as indicated below:

Community Room Available to the public
Maximum 49 persons
Light refreshments permitted as approved by the Library

Harrop Room Available only for Library, School District or community sponsored meetings/events
Maximum 8 persons

Maximum seating for these rooms is in compliance with local fire codes. The maximum seating code must be strictly enforced and should be considered when scheduling.

SCHEDULING/ELIGIBILITY/FEES/CERTIFICATE OF INSURANCE/CANCELLATIONS

Requests for use of the rooms will be made through the Business Office, 610-933-3013 x126. Use of either room requires a reservation. Meeting rooms are available during regular library hours, including weekends. Applicants must be age 18 or older.

Scheduling of meetings sponsored by the Library will take precedence; therefore it may be necessary in very unusual circumstances to preempt the booking of another organization. When this happens, the Library will contact the representative of the booking organization as soon as possible – fee will be reimbursed.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

In the event of an emergency or weather closing, the Library will not remain open for meeting room use and will not notify program organizers – fee will be reimbursed. A planned closing, due to inclement weather, is coordinated with the School District. If the School District (#856) is closed then the Library is closed. If the Library closes due to an emergency or weather, the organization’s contact person will be contacted by the Library. It is the responsibility of the organization to notify attendees of the cancellation.

Meeting rooms can be used by individuals, non-profit or profit organizations for meetings or workshops or for staff meetings or staff workshops.

A fee is charged for the Community Room use, with a differential between for-profit (\$150/reservation) and non-profit users (\$100/reservation). The Executive Director/Library Board reserves the right to waive the fee. The fee for the Harrop Room use is \$37.50/reservation/day.

FEES	Non-Profit	For Profit		
Community Room	\$100	\$150		
Harrop Room				
1-4 hours of use	\$37.50	\$37.50		

All organizations/individuals must provide a Certificate of Insurance on an annual basis – to be attached to the Application for Use of Meeting Rooms. The Certificate of Insurance must be a minimum of \$1,000,000.00 per occurrence with \$1,000,000.00 aggregate. The Phoenixville Public Library must be listed as Additional Insureds.

In the event that an organization cancels its meeting, the organization’s designated representative will notify the Library as soon as possible. The fee will be refunded if Cancellation is made within 7 days of the scheduled event.

The signature of an organization’s designee on the attached Application for Use of Meeting Rooms signifies its compliance to the Library’s meeting room’s policy, procedures and guidelines.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

An organization's program will not be confirmed until the attached form has been signed, and the rental fee and Certificate of Insurance (if applicable) have been submitted to the Business Office. Upon receipt of the form, Certificate of Insurance and payment, the organization will be contacted by the Business Office to confirm the program or event. Should the required form and payment not be received within five (5) days prior to the program or event, the organization's program or event request will be cancelled. The Library will contact the organization's booking representative to inform representative of its action. It is the responsibility of the organization to notify its attendees.

MEETING HOURS

With the exception of Library sponsored meetings, meeting rooms are available Monday, Tuesday, and Thursday 9:30 AM – 8:45PM; Wednesday, Friday, Saturday 9:30AM – 4:45PM. Programs must conclude by 8:45 PM, Monday, Tuesday, Thursday; 4:45PM, Wednesday, Friday, and Saturday. If a meeting has not concluded by these noted times, the Library reserves the right to tell the organization that they must conclude their program or event and leave the building after clean up. Library hours of operation can be found at <http://www.phoenixvillelibrary.org/> .

USE OF MEETING ROOMS/PUBLICITY

Organizations that normally collect dues from members may do so, but dues payment cannot be a requirement for attending the meeting, nor are non-members to be solicited for money at the meeting.

The organization sponsoring the meeting must adhere to the meeting room capacity and refuse entrance when the room has reached capacity. The Library reserves the right to monitor the number of attendees to ensure that the fire code regulations are observed.

Publicity for a meeting must clearly identify the sponsoring organization. Publicity cannot state or imply that the Library is a sponsor or co-sponsor of a meeting without its express written permission. The Library's phone and/or fax numbers, and e-mail addresses are not to be included in any publicity publicizing the meeting. The organization may not list the address of the Phoenixville Public Library as its official address.

Publicity for a meeting must clearly identify which room the meeting will be held in – either the Community Room or Harrop Room.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

The meeting room doors must remain closed but unlocked during a program.

Persons attending meetings are subject to all Library rules and regulations. Failure to abide by Library rules, regulations and this Policy, or to cooperate with Library staff, will result in cancellation or refusal of future room use privilege.

Organizations using the meeting room do so at their own risk. The organization using a room is responsible for its own actions and that of its guests. Those using a room are cautioned that children under age eight may not be left unattended in the Library.

Organizations using the meeting rooms must observe the public accommodation provisions of the Pennsylvania Human Relations Act under which it is unlawful “to discriminate against any person in the full use and enjoyment of such public accommodation, on the basis of race, color, religion, sex, ancestry, national origin, handicap or a handler or trainer of guide or support animals.”

RESTRICTIONS

The following are strictly prohibited in the Library and meeting rooms; firearms, alcoholic beverages, smoking, gambling and controlled substances.

Meeting rooms cannot be used for private social functions (e.g. private parties, receptions, etc.), sales activity, membership drives, fund-raising, nor can admission be charged, with the exception of activities sponsored by the Library or the School District. Literature with a business name may be provided (for attendees to pick up, if desired) but not handed out.

The Library will publicize an organization’s meeting by providing handouts supplied by the organization. The organization may post a sign advertising its meeting on the lobby bulletin boards and outside the meeting room door during the program. Advertising must be approved by the Library.

No items may be taped, tacked or nailed to the doors, windows or walls. An organization must do its own set up and remove any display or handout materials from the meeting room after a meeting and must return the room to its original state. Additional clean up by the Library will incur a cleanup fee of \$35.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Permission to use meeting rooms is not transferable to another individual or organization.

USE OF INTERNET

If an internet connection is required, the organization must contact the Director of Adult Services 610-933-3013 x32, and obtain written approval prior to using the Library's Internet connections.

FURNITURE ARRANGEMENT/EQUIPMENT

Organizations using the meeting rooms will set up and break down the meeting room, restoring the room to the original order after use. Chairs are located in the Community Room.

Organizations bringing in equipment (audio visual, computers, coffee pots, etc.) for a program or event will submit, on their application, a complete listing of such equipment. All equipment must be removed at the conclusion of the program or event. If there is a need for the use of library equipment or items, such as a projector or Laptop, etc. for the Community Room, then the applicant must itemize in writing, what their needs are and receive prior approval within 7 days prior to the event, or supply their own materials. For use of Library Equipment there will be an additional charge of \$50.

FOOD/BEVERAGES

With the exception of Library sponsored meetings, light refreshments (no meals) may be served in meeting room, and organizations may provide their own coffee service or equipment. Catering service may be provided, with prior approval.

Organizations must properly dispose of trash in the containers provided by the Library.

PARKING

Parking is on-street and meeting attendees are requested to park on the Reeves Park side of the street, not in front of residents' homes or the Library.

DAMAGES

The organization making application for use of meeting rooms assumes all responsibility for damage to Library property and for leaving the premises in

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

the same condition in which it was found. Damage to the facility or equipment will be billed to the organization responsible for the room. Any damage must be reported promptly to the Business Office, 610-933-3013 ext.126.

DISCLAIMERS

The Library and School District, its officials and/or boards are not responsible for damage to or theft of equipment used or left in the room, including but not limited to damage by viruses to software on computers. The Library assumes no responsibility for materials left on the premises, and will not store or maintain materials or files. The Library will contact the organization regarding equipment or materials to be removed. After 15 days, they will be disposed of at the discretion of the Library.

The Library Board of Trustees reserves the right to change any part of this policy as necessary.

The Library reserves the right to disallow or revoke permission granted to organizations for use of the meeting rooms on a case-by-case basis if that organization has previously violated these rules, or if it is believed by the Library that use of the meeting rooms will interfere with Library operations, adversely affect public safety or cause public disturbances.

Organizations which do not fulfill their obligations as enumerated in this policy may be denied use of meeting facilities in the future. A list of these organizations will be kept in the Business Office. If the organization wishes to appeal the refusal, it may submit a letter of appeal to the Library Board of Trustees.

Reviewed January 21, 2010
Updated April 3, 2013

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL



**Phoenixville Public Library
Application for Use of Meeting Rooms
610-933-3013**

Your meeting has been tentatively scheduled for the date(s) you have requested. This date(s) will be officially confirmed when the Business Office receives this form, room rental fee and Certificate of Insurance (if applicable). Make check payable to Phoenixville Public Library and mail to: Business Office Phoenixville Public Library, 183 Second Ave., Phoenixville, PA 19460. Form, rental fee and Certificate of Insurance (if applicable) must be received five (5) days prior to meeting (if not received within five (5) days prior to the program, the program will be cancelled).

Fee Due: Community Room _____ \$100.00/non-profit or series _____ \$150.00/profit _____ Waived
Harrop Room _____ \$75 _____ \$37.50 [1-4 Hrs.] _____ \$25 [6+ x's per yr]
Non-Profit Organizations please attach a copy of your IRS 501(c)(3) status.
Certificate of Insurance _____ yes _____ no _____ Not Required
Fee for Use of Library Equipment _____ yes _____ \$50 _____ no

PLEASE PRINT

Applicant's Name _____

Name of Organization _____

Address _____

Work Phone _____ Home Phone _____ e-mail _____

Room Requested _____ Community Room _____ Harrop Room _____ Approximate Attendance _____

Date(s) Requested _____ Starting Time _____ AM/PM Ending Time _____ AM/PM

Description of Meeting _____

Equipment Provided by Organization _____

Equipment Provided by Library _____

Internet Connection Needed ___ yes _____ no *If yes, you must contact the Director of Adult Services, x132.*

Will light refreshments be served? If yes, please list _____

I have read the policies governing the use of the meeting rooms and hereby agree, intending to be legally bound, for myself, the organization, the membership of the organization, and its guests, to adhere to and be bound by said policies, the terms, conditions and obligations of which are herein incorporated by reference as fully as though they were set forth at length herein, and acknowledge that the Library is relying upon this agreement in permitting the use of a Library meeting room. I also agree that I will make all members and guests aware of said policies of the Library's meeting rooms.

Signature of Applicant

Printed Name of Applicant

Date

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

STAFF USE ONLY

Date/Time _____ Scheduled _____ Confirmed _____
Fee Collected ___ yes ___ no ___ na Certificate of Insurance ___ yes (attached) ___ no ___ na
Director of Adult Services contacted for Internet connection ___ yes ___ na ___ attach copy
Date/Initials _____

HOLD HARMLESS AND INDEMNIFICATION CLAUSE

The Phoenixville Public Library and its Board of Trustees, the Phoenixville Public Library Foundation and its Board of Directors and/or their employees and agents, as well as the Phoenixville Education Foundation, the Phoenixville Area School District, their Boards of Directors, their employees and agents shall not be liable to any group, organization, or person attending a meeting. Any group, organization and person, jointly and severally, hereby agrees to, and shall indemnify and hold harmless the Phoenixville Public Library and its Board of Trustees, the Phoenixville Public Library Foundation and its Board of Directors and/or their employees and agents, as well as the Phoenixville Education Foundation, the Phoenixville Area School District, their Boards of Directors, their employees and agents from any and all claims, suits, damages, losses or injuries which they may sustain, or are alleged to have sustained, while using the meeting room, including, but not limited to, use of a meeting room, kitchen facilities, rest room facilities and means of egress and ingress to the Library building and the meeting room.

Organization: _____

Name (Please Print): _____

Signature: _____

Witness (Please Print): _____

Witness Signature: _____

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

ONLINE TRANSACTION POLICY (Chester County Library System-Wide Policy)

Policy

The Chester County Library System (CCLS) offers online payment methods. Should you decide to make a donation or pay your fees or fines online, you will be asked to provide your name, contact information (e-mail required) and credit card billing information. The following discloses our online transactions practices.

Security

All credit card transactions (donations, fees, fines, etc.) placed on our web sites are protected using Secure Sockets Layer (SSL) software. This software encrypts the information you input for your safety.

In confirming order statuses, we reveal only the type of credit card (ex: Visa, Master Card) you paid with. In order to further protect your information, you should always sign off and close the browser when finished, especially when using a shared or public computer.

Security and encryption of confidential customer information given during the order process is certified by Verisign through their issuance of a security key to our server indicating our compliance with the latest standards employed in Internet security and data encryption technology.

Refunds

A confirmation of your donation or payment of fines and/or fees will be sent to you via e-mail.

If you would like to request a refund for a payment made online you may contact a Patron Account Service Representative at the Chester County Library Circulation Department at 610 280-2650. Refund requests are subject to approval.

All donations are final.

For Further Information

The CCLS is committed to protecting the privacy of customers making online transactions on our websites. Refer to the CCLS Privacy Policy to learn about our online privacy practices.

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

If you have any questions about this, please contact us at:
Chester County Library System
450 Exton Square Parkway
Exton Pa, 19341

Approved June 17, 2014

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

PHOTOGRAPHY AND FILMING

Amateur photography: The public areas in the Phoenixville Public Library are part of the public environment and, therefore, casual noncommercial photography intended to record a visit is permitted, provided that such photography does not interfere in any way with Library operations or capture identifiable likenesses of individuals without their permission. Individuals who photograph or film must honor requests from individuals who do not wish to be included in any photography. Photos of minors are prohibited without the permission of their parent or legal guardian. It is the responsibility of individuals taking photographs or motion pictures of other individuals to obtain a release from those individuals. The library, being a public building, is not responsible for those releases. Any individual wishing to take photographs or motion pictures of library buildings and/or inanimate objects for personal use may do so without special permission, as long as no additional equipment such as supplemental lighting is used. Not for profit motion picture and/or photography projects that require special equipment, staff involvement, or after-hours access, should be referred to the Library's Executive Director.

Research photography: Anyone who takes photographs or motion pictures of library materials for research or other purposes are solely responsible for their actions and are subject to the US Copyright Law Title 17 U.S. Code. The Library is not responsible for these images.

Commercial photography: Individuals or organizations seeking to do photography or motion picture filming for commercial purposes are referred to the Library's Executive Director.

Media Photography: Staff is directed to notify the Executive Director, or the Director of Development, when news media are in library, or have requested use of library facilities for photography or any type of filming activity.

Approved 6/14/10

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

PRIVACY POLICY (Chester County Library System-Wide Policy)

Policy

The Chester County Library System (CCLS) is committed to protecting the privacy of visitors to its web sites. We ask visitors to our sites to provide their e-mail address, postal address and/or telephone number only when needed to assist in answering inquiries, providing information, participating in a contest or shipping requested materials and products. The following discloses our information gathering and dissemination practices.

Sharing of Information

In accordance with the CCLS Confidentiality Policy, we will not sell, lease, or otherwise distribute or disclose your e-mail address, postal address, phone number, borrower records or other personal information to non-library affiliate partners unless required by law.

Children's Online Privacy Protection Act

We will never knowingly request personally identifiable information from anyone younger than 13 years of age. If a user submitting their postal address, e-mail address or telephone number is suspected of being younger than 13 years of age, the Library will delete this information from our records in accordance with the Children's Online Privacy Protection Act (COPPA). We will never disclose a child's personal information as full name, address, etc. ("information that would facilitate or enable the physical or online locating and contacting of a specific individual") without written approval from a parent or legal guardian. In accordance with Children's Online Privacy Protection Act (COPPA) we will only display on our sites a child's first name, last initial, and/or age on our sites to announce contest winners and display user submitted comments.

Statistical tracking

When you visit the CCLS' websites, we collect information using 3rd party software (ex. GOOGLE analytics) to measure various factors of our visitors' usage to different areas of our sites to assist us in making our sites more useful to you.

Cookies

Some of CCLS's electronic resources take advantage of locally stored information (cookies) for access. These resources do not capture any

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

personal information (such as email / passwords). Personal/local computer browser settings control allowance and deletion of cookies on your machine.

CCLS public use PC's remove cookies / temporary files when a browser session is closed and when the PC is rebooted.

External Links/Other Organizations

Some CCLS web sites/pages contain links to external sites not maintained by CCLS. The CCLS cannot be responsible for your privacy when you disclose information to outside web sites. It is your responsibility to protect your personal information.

Updates

From time to time, we may use visitor information for new unanticipated uses not previously disclosed in our privacy notice. If our information practices do change, we will post the policy changes on our site to notify you of these new uses.

If you have any concerns about how your information is used, please contact the CCLS Executive Director.

Approved June 17, 2014

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

RECORDS RETENTION

The Phoenixville Public Library shall retain records for the period of their immediate or current use, unless longer retention is necessary for historical reference or to comply with contractual or legal requirements. Records and documents outlined in this policy include paper and electronic files (including e-mail) regardless of where the document is stored, including network servers, desktop or laptop computers, and handheld computers and other wireless devices with text messaging capabilities.

In order to eliminate accidental or innocent destruction, PPL has the following document retention policy:

TYPE OF DOCUMENT	MINIMUM REQUIREMENT
Account payable ledgers and schedules	7 years
Audit reports	permanently
Bank Reconciliations	2 years
Bank Statements	3 years
Checks (for important payments and purchases)	permanently
Contracts, mortgages, notes and leases (expired)	7 years
Contracts (still in effect)	permanently
Correspondence (general)	2 years
Correspondence (legal and important matters)	permanently
Deeds, mortgages, and bills of sale	permanently
Depreciation schedules	permanently
Duplicate deposit slips	2 years
Employment applications	3 years
Expense analyses / expense distribution schedules	7 years
Year-end financial statements	permanently
Insurance policies (expired)	3 years
Insurance records, current accident reports, claims, policies, etc.	permanently
Internal audit reports	3 years
Inventories of products, materials and supplies	7 years
Minute books, bylaws and charter	permanently
Patents and related papers	permanently
Payroll records and summaries	7 years
Personnel files (terminated employees)	7 years
Petty cash vouchers	3 years

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

Retirement and pension records	permanently
Tax returns and worksheets	permanently
Timesheets	7 years
Trademark registrations and copyrights	permanently
Withholding tax statements	7 years
<i>2004 National Council of Nonprofit Associations www.ncna.org</i>	

Approved 6/14/10

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

REFERENCE SERVICES

Reference service is provided to all customers of Phoenixville Public Library by the Reference Librarian. Service is provided in-person, by telephone, and by e-mail. If necessary, customers are referred to the Reference Department of the Chester County Library.

Approved April, 2003

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

VOLUNTEERS

The Board of Trustees of the Phoenixville Public Library supports the utilization of qualified volunteers for the benefit of the Library within a structured program to supplement the work of paid staff. Written guidelines for volunteers will be maintained and distributed.

Use of the Staff Room by volunteers at any time is at the discretion of the Directors of the Library. Misuse of the Staff Room by any individual should be reported to the Executive Director or the Director of Volunteer Services.

Approved April, 2003

Revised and approved 7/13/09

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

WHISTLEBLOWER PROTECTION

The Phoenixville Public Library employees and volunteers must practice honesty and integrity in fulfilling their responsibilities and comply with all applicable laws and regulations.

Any Phoenixville Public Library employee or volunteer who reports waste, fraud, or abuse at the Library will not be retaliated against for making the report.

The report will be investigated and if determined not to be waste, fraud or abuse, the individual making the report will not be retaliated against for making the report. There will be no punishment for reporting problems—including firing, demotion, suspension, harassment, failure to consider the employee for promotion, or any other kind of discrimination.

To report suspected waste, fraud or abuse a written report should be filed with your supervisor or if not appropriate, then another supervisor. If it would be inappropriate to make the report to any supervisor then file the report with the Executive Director. Supervisors and managers are required to report suspected violations to the Executive Director, who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with addressing supervisors then file a report with the Executive Director of the library.

An appropriate investigation will be undertaken and report summarizing findings will be provided to the person making the report. Appropriate steps will be taken to deal with the issue, and if warranted, law enforcement personnel will be contacted.

Approved 6/14/10

ADDENDA

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:

1. Books and other library resources should be provided for the interest, information, and enlightenment of the community the library services. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they service should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. *

Adopted June 18, 1948. Amended February 2, 1961, June 27, 1967 and January 23, 1980, by the ALA Council.

*Adopted by the Phoenixville Public Library Board of Trustees, November 11, 2002 "...to the extent that it is legal and consistent with CCL Policies."

FREEDOM TO VIEW STATEMENT

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, we affirm these principles:

1. It is in the public interest to provide the broadest possible access to films and other audiovisual materials because they have proven to be among the most effective means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. It is in the public interest to provide for our audiences, films and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
3. It is our professional responsibility to resist the constraint of labeling or prejudging a film on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
4. It is our professional responsibility to contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Educational Film Library Association's Freedom to View Committee and was adopted by the EFLA Board of Directors in February 1979.

Approved April, 2003

**ACCESS FOR CHILDREN AND YOUNG PEOPLE
TO VIDEOTAPES AND OTHER NONPRINT FORMATS**

An Interpretation of the **LIBRARY BILL OF RIGHTS**

Library collections of videotapes, motion pictures, and other non-print formats raise a number of intellectual freedom issues, especially regarding minors.

The interests of young people, like those of adults, are not limited by subject, theme or level of sophistication. Librarians have a responsibility to ensure young people have access to materials and services that reflect diversity sufficient to meet their needs.

To guide librarians and others in resolving these issues, the American Library Association provides the following guidelines.

The LIBRARY BILL OF RIGHTS says, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.”

ALA’S FREE ACCESS TO LIBRARIES FOR MINORS: An Interpretation of the LIBRARY BILL OF RIGHTS states:

The “right to use a library” includes use of, and access to, all library materials and services. Thus, practices which allow adults to use some services and materials which are denied to minors abridge use based on age.

...It is the parents – and only the parents – who may restrict their children – and only their children – from access to library materials and services. People who would rather their children did not have access to certain materials should so advise their children. The library and its staff are responsible for providing equal access to library materials and services for all library users.

Policies which set minimum age limits for access to videotapes and/or other audiovisual materials and equipment, with or without parental permission, abridge library use for minors. Further, age limits based on the cost of the

PHOENIXVILLE PUBLIC LIBRARY POLICY MANUAL

materials are unacceptable. Unless directly and specifically prohibited by law from circulating certain motion pictures and video productions to minors, librarians should apply the same standards to circulation of these materials as are applied to books and other materials.

Recognizing that libraries cannot act *in loco parentis*, ALA acknowledges and supports the exercise by parents of their responsibility to guide their own children's reading and viewing. Published reviews of films and videotapes and/or reference works which provide information about the content, subject matter, and recommended audiences can be made available in conjunction with non-print collections to assist parents in guiding their children without implicating the library in censorship. This material may include information provided by video producers and distributors, promotional material on videotape packaging, and Motion Picture Association of America (MPAA) ratings if they are included on the tape or in the packaging by the original publisher and/or if they appear in review sources or reference works included in the library's collection. Marking out or removing ratings information from videotape packages constitutes expurgation or censorship.

MPAA and other rating services are private advisory codes and have no legal standing*. For the library to add such ratings to the materials if they are not already there, to post a list of such ratings with a collection, or to attempt to enforce such ratings through circulation policies or other procedures constitutes labeling, "an attempt to prejudice attitudes" about the material, and is unacceptable. The application of locally generated ratings schemes intended to provide content warnings to library users is also inconsistent with the LIBRARY BILL OF RIGHTS.

*Adopted June 28, 1989, by ALA Council.

Approved April, 2003