



Customer Service Manual

May 2009
Updated June 2011

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Customer Service Manual

Introduction

To achieve fairness and equity of access to library services the St. Mary's County Library Board of Trustees and staff have created policies, procedures and training checklists which are in this *Customer Service Manual*. This manual consists of three parts:

- Customer Service Policies
- Customer Service Procedures & Forms
- Staff Training Checklists

The intent of any library rule or regulation is to ensure equity of access. If you have suggestions on how to change these procedures to improve this access, please share them with your supervisor or the library director.

Updates and revisions will be issued as needed.

May 2009

Customer Service Policies Manual

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LOCATIONS AND HOURS

St. Mary's County Libraries are open:

Monday thru Thursday	9:00 AM to 8:00 PM
Friday	9:00 AM to 5:00 PM
Saturday	9:00 AM to 5:00 PM
Sunday (Lexington Park only)	1:00 to 5:00 PM

St. Mary's County Library has three locations, a Childcare Van Service, and an Internet site:

Charlotte Hall Branch

37600 New Market Road
Charlotte Hall, MD 20622
301.884.2211

301.884.2113 (fax)

hall.manager@stmalib.org

Located on the corner of Route 5 Southbound and Route 6

Leonardtwn Branch

23250 Hollywood Road
Leonardtwn, MD 20650
301.475.2846

301.884.4415 (fax)

stma.manager@stmalib.org

Located on Route 245 next to the State Police and County Government Campus

Lexington Park Branch

21677 FDR Blvd.
Lexington Park, MD 20653
301.863.8188

301.863.2550 (fax)

lexi.manager@stmalib.org

Located off South Shangri-la Drive next to the Fire House and across from the Lexington Park Elementary School

WoW! (Words on Wheels!) van visits childcare providers and centers. Services include materials, deposit collections and storytelling program. For details and information about obtaining these services, contact: 301-475-2846 ext. 1011

WWW.STMALIB.ORG

SCHEDULE OF LIBRARY HOLIDAYS

St. Mary's County Library will be closed to the public on the following holidays:

- New Year's Day
- Dr. Martin Luther King, Jr's Birthday
- President's Day
- Good Friday
- Easter Sunday
- Memorial Day*
- Independence Day
- Labor Day
- Columbus Day*
- Veteran's Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day

*closed on the federal holiday.

In addition to the above holidays, St. Mary's County Library will close at 5:00 PM on the Wednesday before Thanksgiving and at 5:00 PM on New Year's Eve.

GOVERNANCE

As defined in Title 23, Article 403 of the Education Laws of the State of Maryland, the St. Mary's County Library is governed by a seven-member Board of Library Trustees. Each Trustee is appointed by the St. Mary's County Commissioners from a list supplied by the incumbent Board. Each term is for 5 years and a Trustee may serve no more than 10 consecutive years. All Trustees serve without remuneration of any kind.

MEMBERS OF ST. MARY'S COUNTY BOARD OF LIBRARY TRUSTEES

Current members may be found on the library's web site: www.stmalib.org/trustees.html

FRIENDS OF THE LIBRARY (FOL)

St. Mary's County Library has a Friends of the Library (FOL) organization which is incorporated. Its express purpose is to encourage public support of the library and to raise funds which are donated to the library. Some of its activities include an annual book sale, annual author's brunch and author's dinner. All staff and customers are encouraged to join the FOL. Rates begin at \$15 for an individual. Applications may be obtained in each library branch and at www.stmalib.org.

SMRLA

SMRLA is the Southern Maryland Library Association. It is a regional resource center providing both high-tech and traditional information services and support to Calvert, Charles and St. Mary's County public library systems. Some of the major functions it provides for the St. Mary's County Library are: the library automation system (*see COSMOS*), processing of materials purchased for the collection, staff training. SMRLA is supported by state funds based on population. It "rents" space from St. Mary's County government for \$1 per year, in the Charlotte Hall Library branch.

CONFIDENTIALITY POLICY

One of the public library's most cherished and valuable assets is the fact that anyone may use the library's resources in privacy, without fear of censorship, repression, or intimidation.

In accordance with Maryland law (Maryland Code, Ed 23-107), circulation and other records identifying personal information with the use of specific library materials, services or facilities are confidential. Such records shall not be disclosed except to:

- (a) persons acting within the scope of their duties within the administration of the library and only for the purpose for which the record was created
- (b) persons authorized by the individual to inspect the individual's record.

The following requests must be immediately referred to the Library Director:

- An agency of state, federal, or local government or any individual pursuant to a valid court order, search warrant or subpoena authorized under the authority of federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigative power.
- A government official with a FISA (Foreign Intelligence Surveillance Act) Request.

All requests for such information must be referred to the Library Director. If the Library Director is not immediately available, give them the contact information or take their name and number and have the Director contact them.

Library personnel shall not disclose to any other individual, corporation, institution, government agent or agency, except as provided in the above paragraph, information that includes but is not limited to

- the library's circulation records and their contents as pertains to individual patrons
- the library's registration records and their contents
- the number or character of questions asked by a patron
- the frequency of a patron's visits to the library
- a patron's name, address, or telephone number
- a patron's interlibrary loan records
- a patron's record of computer and database usage
- computer contents that could be used to identify material or sources a patron consults
- the contents of a patron's information transaction: titles requested, information requests, personal documents being created using library's software, etc

If a request for information is denied, the Library Director shall inform the individual, corporation, institution, government agent or agency making the request within ten (10) days of receipt of the request.

Adopted January 15, 2002; Revised September 28, 20004; Revised December 19, 2006 to be in compliance with the USA PATRIOT Act Reauthorization on March 9m 2006.

Board of Library Trustees

PATRON INFORMATION ON CONFIDENTIALITY OF RECORDS

The confidentiality of library users is protected by Maryland state law (Maryland Code, ED 23-107) and by the policies of the St. Mary's County Library, which safeguard a borrower's right to privacy.

Patrons have the right to receive information about their own records, but must first provide personal identification. Acceptable identification includes library card or driver's license or validation of personal information in the patron's record.

Parents and legal guardians have the right to receive information about their minor children's records upon presentation of their child's library card.

Patrons who wish to pay fines for other family members other than minors may be told the amount only. Information provided over the telephone shall be limited to the number of items charged to a patron and the amount of fines, after the solicitor has given name and library card number.

Information provided to anyone other than the solicitor of information or of interlibrary loans over the telephone or left on an answering machine shall be limited to notification that the item or information is available. Email communications about holds and overdues include titles.

Reserved materials may be picked up by the person placing the reserve or by someone who has permission from the person who placed the reserve.

Patrons are advised that the history of sites visited, email, word processing and other information or documents left on the public access computers are not protected, deleted or monitored by the library after each patron use. Personal information given optionally and voluntarily by the user may be retrievable by other users. Patrons who need further information should ask a librarian.

Adopted January 15, 2002; Revised September 28, 20004; Revised December 19, 2006 to be in compliance with the USA PATRIOT Act Reauthorization on March 9m 2006.

Board of Library Trustees

See Confidentiality Procedure

§ 23-107. Circulation records.

(a) *Inspection, use, or disclosure prohibited.* — Subject to the provisions of subsection (b) of this section, a free association, school, college or university library in this State shall prohibit inspection, use, or disclosure of any circulation record or other item, collection, or grouping of information about an individual that:

- (1) Is maintained by a library;
- (2) Contains an individual's name or the identifying number, symbol, or other identifying particular assigned to the individual; and
- (3) Identifies the use a patron makes of that library's materials, services, or facilities.

(b) *Exceptions.* — A free association, school, college, or university library in the State shall permit inspection, use, or disclosure of the circulation record of an individual only in connection with the library's ordinary business and only for the purposes for which the record was created. (1988, ch. 233; 1990, ch. 635.)

Subtitle 2. Resource Centers and Cooperative Programs.

MEETING ROOM POLICY

Policy Statement

Meeting rooms are for use by the St. Mary's County Library for library meetings and other library-sponsored programs.

The Library also welcomes use of its meeting rooms by individuals, organizations, and businesses who agree to observe the rules and whose activities will not adversely affect the library operations. There is no fee for non-profit organizations and government agencies. There is a fee for businesses.

Meeting rooms are available on a first come, first serve basis, regardless of the beliefs and affiliations of their members. Granting of permission to use library facilities does not constitute an endorsement of the users or their beliefs.

Every effort will be made to guarantee a reservation; however, the library reserves the right to change or cancel a reservation to accommodate a library function, renovation or construction, power failure, or emergency closure. The library will make every effort to provide adequate notice and will attempt to find the most convenient alternate date or suggest another location. The Library has the right to cancel or deny future booking requests and existing contracts for any individual or group which violates stated policy, regulations or procedures.

The meeting rooms are not available for fund-raising programs, except by the Library and the Friends of the Library. There will be no sales of products or services and no collection of admission fees, except for continuing education programs in which admission fees cover the cost of supplies and materials. The Library has the right to allow admission charges and/or the sale of products by any entity presenting a program sponsored by or in cooperation with the library. The rooms may not be used for purely social purposes which include but are not limited to parties or entertainment.

Exceptions to this policy must be approved by the Library Director.

Fees for businesses

There is no fee for non-profit organizations and government agencies.

There is a fee for businesses:

One meeting room: \$25 per hour or portion thereof

Use of both meeting rooms (A & B) at the Lexington Park Library is considered two (2) meeting rooms.

Fees must be paid no later than 10 days after the initial request or 48 hours before the scheduled meeting, whichever comes first. If the fees are not received within this time frame, the booking will be cancelled by the library. If the business or individual cancels the use of the room less than 48 hours before the meeting, a \$25 administration fee will be retained by the library. Additional fees will be returned. There will be no refund of the reservation fee for groups who cancel meetings without notifying the library. Full refunds will be given if the library is closed or the meeting room becomes unavailable due to adverse weather, power failure, building renovations, etc. All refunds must be requested in writing by the person who made the reservation.

Checks should be made payable to St. Mary's County Library. Fees can be paid at any library branch, at the Administration Office in the Leonardtown Library or mailed to:

Meeting Room Reservations
St. Mary's County Library
23250 Hollywood Road
Leonardtown, MD 20650

Regulations for all Non-Library Programs

1. Meeting rooms are available Monday through Saturday beginning at 9:00 AM at all branches and on Sundays beginning at 1:00 PM at the Lexington Park Library only. Groups must leave the building by 10:00 PM and observe the closing procedure outlined by the Branch Librarian. Meeting rooms are not available on days the library is closed.
2. All reservations are done from the library's website, www.stmalib.org. Customers are responsible for making their own reservations. This can be done from a library computer or outside computer. Library staff can instruct customers on how to use the site. Contact information must include a valid phone number and email address. Please include time for set up in the request. Meeting rooms will not be available until the actual time booked.
3. Reservations can only be made for the current calendar year. On September 15th of each year the calendar for the next year will open to the public for reservations. In order to make meeting rooms available to as many groups as possible, no organization shall use any meeting room more than 26 times per year.
4. Groups who book, but do not use the meeting rooms, are requested to give written notice 48 hours in advance of the cancellation. Email is preferred and such notices can be sent to meetingroom@stmalib.org. Groups who repeatedly fail to do so will have their privileges revoked.
5. Gatherings shall be open to the public.
6. The contact information (name, telephone, etc) used to reserve a meeting room may be given by the library to individuals inquiring about the organization sponsoring the meetings. No publicity is allowed on Library property outside of the building. No groups may use the Library as a mailing address.
7. Smoking is prohibited in all areas of the library, including meeting rooms.
8. Loud talk or any use of the room which disturbs library customers is prohibited.
9. Refreshments may be served if the room is left in an orderly and clean condition. Organizations must provide all utensils and dispose of debris by placement in the library's dumpster or take it home with you. Further clarification can be obtained from library staff. No alcoholic beverages may be served.
10. The size of the group may not exceed the capacity of the room as defined by fire regulations.
11. No open flames are permitted including candles.
12. Any publicity (brochures, media announcements, etc.) must carry the name of the organization sponsoring the meeting. The library may not be listed as a sponsor. The Library telephone number may not be used as a contact number.
13. The organization using the meeting room will be responsible for its set-up. The organization using the meeting room must restore the furniture to the same order in which it was found. Property of the organization may not be left in the library. No items are to be attached to or

hung on the walls.

14. The library is not responsible for lost or stolen articles.
15. The organization using the meeting room shall be held financially responsible for damage to property, including carpet stains, or injury to persons which may occur during the organization's use of the meeting room.
16. Any applicant signing the meeting room reservation must be at least 18 years of age. An adult (18 years old or over) must be present at all times when a youth group is using the meeting room, and must be responsible for the conduct of attendees while at the library.
17. In case of inclement weather, groups are responsible for calling the library, checking the library's website (www.stmalib.org), or checking announcements on local radio stations regarding library closings.
18. All library equipment available for customer use appears on the room reservation page. All other necessary equipment must be supplied by the customer.
19. The Library has the right to cancel existing reservations and to refuse future reservations to groups which fail to abide by the meeting room policies and regulations. Failure to comply with these regulations will result in the withdrawal of the privilege of further use of the meeting room by the group.

Waiver: User knows, understands and acknowledges the risks and hazards associated with using the Library's meeting rooms and hereby assumes any and all risks and hazards associated therewith. User hereby irrevocably waives any and all claims against the St. Mary's County Library, the Local Government or any of its officials, employees or agents for any bodily injury (including death), loss or property damage incurred by the User as a result of using the Library's meeting rooms and hereby irrevocably releases and discharges the Library, the Local Government and any of its officials, employees or agents from any and all claims of liability arising out of or associated with the use of the Library's meeting rooms.

Indemnification: User shall indemnify and hold harmless the Library, Local Government and its officials, employees and agents from and against any and all liabilities, judgments, settlements, losses, costs or charges (including attorneys' fees) incurred by the Library, Local Government or any of its officials, employees or agents as a result of any claim, demand, action or suit relating to any bodily injury (including death), loss of property damage cause by, arising out of, related to or associated with the use of the Library's meeting rooms by the User or by the User's members, employees, agents or invitees.

Property Damage: User shall pay the Library and/or the Local Government for any and all physical loss or damage to the Property (including the cost to repair or replace the property) caused by, arising out of, relating to or associated with the use of the Library's meeting rooms by the User or by the User's members, employees, agents or invitees.

**Approved by St. Mary's County Library Board of Trustees
January 19, 2010 (Effective July 1, 2010.)**

EXHIBITS AND BULLETIN BOARD POLICY

The St. Mary's County Library will provide exhibit and bulletin board spaces for individuals and groups engaged in educational, cultural, intellectual, or charitable activities. These facilities will be made available to the public on an equitable basis regardless of the beliefs or affiliations of individuals or groups requesting their use. Under this policy, the term "exhibits" includes displays, handout literature and bulletin board postings.

Exhibits sponsored by the library itself will be consistent with the "Library Bill of Rights", especially Article II which states that "libraries should provide materials and information presenting all points of view".

Exhibits sponsored by outside groups may be limited by size of the exhibit, length of time materials may remain on display, and the frequency with which materials may be displayed by the same group. Materials will not be excluded because of origin, background, or views of those contributing to their creation, or of the doctrinal, religious or political beliefs of the potential users.

St. Mary's County Library does not advocate or endorse the viewpoints of exhibits or exhibitors.

Once an exhibit has been accepted for display under the library's policy, it will not be removed because some members of the community may disagree with its content. Those who disagree or object to the content of any exhibit are entitled to submit their own exhibit or complaint that will be judged according to policies established by the library.

Adopted 8/18/98

Criteria for Use of Display Spaces

1. Approval must be obtained from the Branch Head in advance of the date of the exhibit. Requests are taken on a first-come, first-serve basis.
2. The duration of any exhibit is established at the discretion of the library management and is dependent upon a schedule. The requirements of the library take precedence over those of outside exhibitors. Should the library require exhibit facilities for its own use, the library reserves the right to pre-empt space upon one week's advance notice to the exhibitor.
3. Size of material to be displayed will be limited to space available.
4. Installation and removal of the exhibit are the responsibility of the exhibitor. The library will remove exhibits that are not removed on or prior to the date established by the library management.
5. Neither the St. Mary's County Library nor the Board of Library Trustees will be responsible for loss or damage to any exhibit.
6. Exhibits may not be used for advertising businesses or personal services.

7. Exhibits not sponsored by the library will contain a card or plaque no larger than 8-1/2" x 11" that identifies the sponsoring group and an address and phone number of an authorized representative.

Criteria for Use of Bulletin Boards

1. Approval must be obtained from the Branch Head. Only authorized library personnel may post notices on the library bulletin board. Unauthorized notices will be removed.
2. Unless the date of a specific event is listed on the announcement, the material will be kept a maximum of one month.
3. The size of material to be displayed will be limited to space available.
4. Advertisements for businesses, personal services, and want ads are not permitted. Ads for fundraisers are not permitted unless to benefit a non-profit or charitable organization.
5. Campaign posters are not permitted. A poster announcing a rally for political candidates at a specific time and place is acceptable. A poster encouraging the public to vote for a particular candidate is not permitted.
6. Notices intended for posting must contain the name of the sponsoring group and the phone number of an authorized representative.
7. Neither the Library nor the Board of Library Trustees will be responsible for loss or damage to any item accepted for posting.
8. Announcements of events not open to the public are not permitted.

LEXINGTON PARK LIBRARY ART GALLERY

The Lexington Park Library has entered into a Memorandum of Understanding with a local artist for the purpose of organizing ongoing art exhibits featuring amateur, student, professional and children artists. Artwork is normally displayed for 1-2 months. The Library is not responsible for any damage to or theft of the artwork. The Library carries no insurance for exhibited artwork, nor does it hire extra security for its protection. The guidelines are as follows:

- Professional, emerging and student artists are welcome.
- Artwork must be framed and/or wired in the back.
- Subject matter and content of all artwork on display must be appropriate for viewing by library-visiting adults and children. Final decision for exhibit acceptance is at the discretion of the Program Director and the Branch Manager.
- No fees or commissions will be charged; however, the Library is happy to accept donations.
- Artists should be willing to participate in Opening Receptions and Special Events pertaining to the Gallery. If an opening reception is held, the exhibitor may be responsible for the cost of postage and refreshments
- The Gallery space is approximately 40' long by 5' high.
- A one person show would require a body of work in the vicinity of 20-30 pieces; however, participation in group shows is also available.
- Some space is available for small 3 dimensional, sculptural pieces.
- Artwork must be available for a continuous show run of 1 1/2 to 2 months.
- Installation and dismantling is the responsibility of the artist and must be coordinated with the Program Director.
- Exhibiting artists should have available for distribution a brochure or fact sheet which includes a brief description of the style and medium of the art, the price of each piece, and contact information for the artist.

VOLUNTEER GUIDELINES

The Board of Library Trustees recognizes that volunteers are an essential ingredient to the enhancement of library services. Volunteers assist staff perform certain duties in many areas of the library, but do not replace staff. Opportunities exist for both adults and children. Volunteers will be accepted based upon the library's needs as well as the interests and abilities of the individual.

Guidelines

- Prior to recruitment and hiring, positions and duties available to volunteers will be clearly defined by staff.
- Persons wishing to volunteer must submit an application and be interviewed by the volunteer coordinator.
- Volunteers will be assigned to appropriate jobs, trained and supervised by library staff.
- Volunteers on library assignments are covered by the library's Workers' Comp and liability insurance.

- Persons Volunteering will be given a volunteer manual consisting of Policies and Procedures.

Child Volunteers

- Children must be age 13 or older.
- Children may not work more than 4 hours per day, or more than 12 hours per week.
- Children may not perform hazardous work.
- Children should be supervised more closely by library staff.
- Parental consent is necessary prior to a child's volunteering.
- Parental releases are necessary if the child needs medication, medical attention or treatment while volunteering in the library.

GIFT POLICY

The St. Mary's County Library is pleased to receive selected gifts. Once given, gifts become the property of the Library. The Library reserves the right to accept or reject any or all gifts. The Library reserves the right to decide on the conditions of display, location of, and means of access to the gift materials.

Gifts may be granted in several ways: 1) an endowment fund, 2) a one-time cash donation, 3) books, periodicals, AV, or other library materials, 4) equipment, furnishings and other 3-dimensional objects. Gifts may be given without restriction or they may be given for a specific purpose. When gifts are given without restriction, the Library will make the final decision on use or other disposition of the gift. Gifts for a specific purpose require prior authorization from the Library Director. Requests for special handling must be made at the time of donation.

Types of Gifts:

- 1) Endowments - Endowment gifts will be added to an endowment fund held in an interest-bearing investment account. This fund will be used "...to obtain essential communications media: books, periodicals, computer hardware and/or software, films, videotapes, etc...." and "shall not be used to correct budget imbalances or buy non-media-oriented equipment or supplies." (Board of Trustees Resolution, 11/17/87.") The final decision for the disposition of endowment funds rests with the Board of Library Trustees.
- 2) One-time cash donations - Cash donations may be made to a specific branch library or to the system as a whole. In the case of gifts to a specific branch, the Branch Librarian may accept the gifts. Unless the donor indicates the kind of items he/she prefers to be purchased, purchasing decisions will be made by the Branch Librarian for amounts up to \$5,000. In case of gifts over \$5,000 to a specific branch, purchasing decisions will be made by the Branch Librarian and the Director. In the case of gifts to the system in general, the Director will accept the gifts. Unless the donor indicates the kind of items he/she prefers to be purchased, the gift will be added to the endowment fund.
- 3) Books, periodicals, AV, or other library materials - All materials acquired through gifts are subject to the basic standards of selection outlined in the Library's *Materials Selection Policy*. Physical condition is considered as well as the cost and availability of cataloging. The Library does not provide valuation of gifts for tax deduction or other purposes. As with one-time cash gifts, they may be made to a specific branch or to the system as a whole and the decision on the disposition of the gift will be made either by the Branch Librarian or the Library Director, as appropriate
- 4) Plaques, furnishings, artwork and other 3-dimensional objects - Memorials and gifts in the form of plaques, furnishings, artwork and other 3-dimensional objects are subject to approval. Gifts of trees, shrubs or plants require space and maintenance considerations. Donors wishing to make these types of gifts must obtain prior approval from the Board of Library Trustees.

Adopted 8/17/99

DONATIONS CRITERIA

- Materials must be in good condition.
- Books and media must be no more than 10 years old.
- Magazines from the current year only.

We cannot use the following:

- Textbooks older than 1 year
- Reader's Digest Condensed books
- National Geographic magazines
- Magazines older than 1 year.
- Encyclopedias older than 5 years
- Large quantities (truck or trunk full) of materials

Alternative sites for donations, if they are in good condition:

The Center for Life Enrichment

As of January 2009, no encyclopedias or children's books.

Vintage Values I: 301-475-8545

Vintage Values II: 301-737-4884

Southern Maryland Tri-County Action Committee

Patuxent Woods Head Start Center: 301-863-5971

Holland Forrest Head Start Center: 301-475-0120

Old unusable materials can be dropped off at the St. Andrews Landfill
Monday-Saturday 8:00 a.m.-4:30 p.m.

INCLEMENT WEATHER POLICY

It is the philosophy of the Board of Library Trustees to keep the library open for all scheduled hours. The Board recognizes, however, that it is sometimes necessary to curtail the hours due to inclement weather. The Library Director, or manager designated by the Director, will make the decision if weather conditions warrant closing the library. Generally, if the county government closes, the library will also close.

The Library staff can monitor library closings in several ways:

- Each branch/department will create a calling tree and staff will be notified by phone.
- Closings will be posted on the library's www site, <http://www.stmalib.org>.
- Closings will be recorded on each branch's telephone.
- Closings will be posted on the county's Channel 95 and <http://www.co.saint-marys.md.us>
- Library closings may be announced on local television or radio stations but staff should not rely on these announcements to determine whether the library will open.
- If in doubt, call your supervisor before you leave for work.

BEHAVIOR RULES AND REGULATIONS

The St. Mary's County Library staff is responsible for providing a safe and pleasant library for all of our customers. The following rules will serve as guidelines. Library staff is responsible for enforcing the rules and making the decisions necessary to stop any behavior which is disruptive to library use; including but not limited to:

- Loud Voices
- Loud Noises
- Obscene/Abusive Language
- Violence or Threat of Violence
- Sexually Provocative Acts
- Harassment of staff or customers
- Displays of Obscenity in any form
- Use of Personal or Electronic equipment if it disturbs others
- Running, Pushing, or Climbing
- Loitering
- Inappropriate use of Internet and computers
- Unattended Children under 8 years
- Inappropriate clothing
- Smoking
- Alcohol, Narcotics or Intoxication
- Swim Suits
- Bare Chests
- Bare Feet
- Sleeping
- Bathing
- Soliciting
- Animals (except dogs for the disabled)
- Offensive Odors or Infested Clothing

Cell Phones must be on vibrate.

Parents, Guardians, Caregivers are responsible for their children's use of the library. This includes:

- Seeing that their children follow library rules
- Telling their children what to do when the library closes.

Librarians are not responsible for unattended children and will enforce the library's rules. If a child under 8 years of age is left in the library unattended, the Sheriff's Department will be called to locate the parent/guardian.

Personal items should not be left unattended in the library. Library staff cannot be held responsible for lost or stolen items.

Mutilating, defacing, obliterating and damaging any library property is prohibited and subject to penalties provided by law.

Library materials must be charged out in accordance with established procedure before being taken from the library building.

Library staff reserves the right to inspect briefcases, handbags, carry-alls, packages, and shopping bags.

Those who fail to follow Library Rules may be asked to leave and/or may have their library privileges suspended.

Adopted 11/05

Revised 5/07

SUSPENSION OF PRIVILEGES POLICY

St. Mary's County Library (SMCL) may find it necessary to suspend certain privileges of library users including access to library facilities, for violations of library policies or violations of any applicable law. Any suspension from one facility of the SMCL system is in effect at all facilities in the system.

All library users, regardless of age, are subject to the St. Mary's County Library's "Rules and Regulations Governing Public Behavior in the Library." Any violation of the St. Mary's County Library's policies, rules, regulations, procedures or any applicable law will be grounds for suspension of any or all library privileges of that customer.

The length and manner of the suspension will depend on the severity of the misconduct. Suspensions can vary from 30 days to up to one year per occurrence. Branch Managers and Supervisors have the authority to recommend to the Director that a customer be suspended from library use. The Director is responsible for making the final decision and for notifying the customer in writing. All infractions and behaviors which warrant a warning and/or suspension will be recorded in writing on the *Security Incident Report* (see page 27) and maintained in a branch file. *See Suspension of Privileges Procedure and Internet Safety Policy Procedure.*

The following offenses are suggested as guidelines. Suspensions are not limited to these infractions.

30 Days Suspension

- Violating Internet use policy after a warning
- Continued infractions of library behavior rules after a warning. Use of abusive language after a warning
- Loitering or trespassing with refusal to leave the library building or grounds upon request

6 Months Suspension

- Repeat of a 30 Day offense
- Mutilation of library materials
- Tampering with library equipment

1 Year Suspension

- Repeat of a 6 Month offense
- Theft of materials
- Vandalism of library property
- Fighting and other physically threatening behavior
- Harassment of staff or customers
- Indecent exposure

If illegal activity takes place, or if the health, safety or security of staff members or patrons is threatened, library staff may take all appropriate action, including, but not limited to, calling the police for assistance and for immediate removal of the individual. Any customer whose library privileges are suspended has a right to appeal in writing to the Board of Library Trustees.

Adopted 5/6/03

Revised 5/07

SOLICITATION/SALES ON LIBRARY PREMISES

Solicitation or vending of any kind is prohibited in any St. Mary's County Library facility or on the premises.

The only exceptions are:

- Sales of library promotional material
- Friends of the Library fund raising, membership drives and sales of promotional items
- Book sales sponsored by the library or Friends of the Library
- Coffee bar items contracted by the library
- Sales of books, works of an author or illustrator and audio-visual materials at library sponsored programs
- Educational materials supporting a program held in the meeting room
- Farmers Market at Charlotte Hall Library.

Other exceptions to this policy must be submitted to the Branch Manager to be approved by the Library Director. Approval is at the sole discretion of the Library Director.

Adopted 11/20/01 Revised 9/15/09

CHILDREN LEFT UNATTENDED & LEFT IN LIBRARY AT CLOSING

Parents and guardians* are responsible for the supervision and behavior of their children while they are in the Library.

The Library takes no responsibility for children left unattended and may call the police if no parent or guardian can be found or contacted. If a child under 8 years of age is left unattended, the Sheriff's Department will be called to locate the parent/guardian. (The term "parents and guardians" means parent, guardian, caregiver, or other person charged with the care of a child.)

Parents and guardians should be aware that there are areas of the library, which are not supervised, and times when there are no Children's Librarians on duty. For safety and security reasons, children should not be left unattended. Parents and guardians should be sure of the library's hours and promptly pick up their children before the library closes. *See Children Left in Library at Closing Procedures.*

School age children in the library during school hours will be asked why they are not in school. If the circumstances seem suspicious the staff can call the student's parents or the school. If the child attends a public school, the staff can request that the Pupil Personnel Worker (PPW) come to the library to talk to the child.

Adopted 6/9/03

Revised 11/05

OUTREACH POLICY

The St. Mary's County Library welcomes requests for librarians to provide programs in the community. Requests will be honored on a first come, first served basis to all non-profit educational, civic, or cultural organizations in the community. Every effort will be made to honor requests for off-site programs. Library staffing to accommodate the branch business levels will take priority and may affect whether or not a request can be honored.

Adopted 6/20/95

Revised 11/05

FREE SERVICES POLICY

The policy of the St. Mary's County Board of Library Trustees shall be to provide free services in accordance with the laws of Maryland. As stated in MD Annotated Code, Title 23, Section 405: "...each board of library trustees shall establish and operate the library to provide free services to residents of the county in which it is located; and may permit persons outside of the county to use the library facilities on the terms and conditions it determines."

While basic services shall remain free, certain charges for conveniences provided to library users may be collected; examples of these fees are charges for photocopying and computer printouts.

Adopted 6/18/96

NAMING LIBRARIES, ROOMS POLICY

To facilitate the public's ability to locate libraries and to foster community identity with each branch, and in keeping with long-standing tradition, St. Mary's County Library buildings shall be named after the location served.

Within the library buildings, areas such as rooms or gardens and the like may be named after individuals who have been continual and significant supporters of the library.

Adopted 4/20/99

LIBRARY CARDS

Residents and Nonresidents

For Maryland residents, the first card is free. Non-residents pay \$15.00 per year. Identification is required to verify current address. Patrons must notify the library of changes in name, address, or other personal information.

A parent or legal guardian must sign for applicants under the age of 16. A child must be present to receive a card. Your signature on your child's application indicates that you accept responsibility for supervising your child's use of the library.

The borrower or guardian is responsible for the card's security, for any material checked out and for any charges incurred. For your protection, patrons are encouraged to report lost or stolen cards immediately.

Library cards may be used at any public library Maryland.

To apply for a library card:

- Library cards may be applied for online or in person. *See Library Card Online Registration Procedure.*
- Applicants must present identification showing current mailing address. If this is not possible, a card will be issued with instructions that they MUST bring proof of address the next time they visit the library. A note will be placed in the Notes field stating they did not have ID on registration, with the date. When staff see the note at the next visit, the customer will be required to provide identification, if not they will not be allowed to check out. The note will be removed once the customer has provided proper identification.

My First Library Card:

- A special card is available for our youngest residents. Any age person may receive a "My First Library Card" but it is intended specifically for children birth through grade 2.

For Adults (16 years old and over)

- Proof of address must be present; such as, Maryland Driver's License, Maryland Age of Majority Card, or Maryland ID issued by the Maryland Department of Motor Vehicles; Utility Bill showing local address; checkbook showing local address; postmarked envelope from a business or professional person showing current local address; military ID; ID of parent, if a minor with no other ID.

For Juveniles (under 16 years old)

- Parent or Legal Guardian must sign application
- Parent or Legal Guardian's ID from above list

Temporary or Out of State Residents

- Must show local address AND must show proof of permanent mailing address
- Pay a \$15.00 fee per year.

Residents of Homeless Shelters

When a resident of a homeless shelter requests a library card, staff should use common sense and tact to preserve the individual's sense of dignity and to ensure that the adults and children in this situation have equal access to library materials. These individuals should be warmly welcomed to their library and issued a library card in as least cumbersome and awkward manner as possible. The individual card holder is responsible for their library materials, not the shelter management. *See Library Card Procedure.*

Library Cards through Schools, Childcare Providers

The St. Mary's County Library is eager to issue library cards to students through the schools and childcare providers. This not only enhances cooperation but helps ensure that children who want library cards are able to obtain them. *See Library Card Procedure.*

Library Cards and Deposit Collections for Schools, Child Care Providers, Organizations

An "institutional borrower's card" can be issued to a school and child care providers. This will allow their staff to borrow materials which are checked out for 6 weeks. These materials cannot be renewed. The school and provider are responsible for any fines incurred for lost or damaged materials and for late fees.

By accepting the card, the school agrees to the following:

- The school will designate a contact person responsible for managing the deposit collection.
- A school representative will pick up and return deposit collection items to the Library on the scheduled dates.
- The school will pay any fines incurred for lost or damaged items. The school may set its own policies for collecting fines from students; however, the *school* is responsible for prompt payment to the Library.
- School deposit collections will consist of books selected by Library staff. Exact number and type of items to be loaned will be determined based on school size and student age range.

See Library Card Procedure.

OVERDUE NOTICES & BILLS

Overdue notices are sent on the following schedule:

- Customers with an email account: a courtesy reminder 5 days before the item is due, 7-day overdue notice, a 21-day overdue notice, a 45-day overdue notice.
- Customers who do not have an email account: a 21-day overdue notice via the automated telephone service (due to confidentiality titles are not mentioned), a 45 day notice via the U.S. Mail. (Rev: Dec 2009)

Bills are sent to all accounts which owe \$25 or more in fines, even if all materials have been returned.

COLLECTION AGENCY

It is important to return materials on time. If you do not return items within 30 days, they are listed as “lost” and become a fine on your account. An account with a balance of \$25 or more, if not resolved within 59 days of the due date, is automatically sent to a collection agency. This applies even if all items have been returned and a \$25 fine remains. A \$10 collection service charge is added to the account. The collection agency (Unique Management Services) waits approximately 30 days after the last contact before reporting a client to the credit agency. *See Suspension of Privileges Procedure.*

RENEWALS

Most items may be renewed four times unless items have holds. BookXpress and DVDXpress items cannot be renewed. Renewals may be done in person, by telephone or by accessing your library account by computer.

HOLDS

When something you need is not on the local library’s shelf, you may reserve it or borrow it from another library. There is no fee for this special service. There is a limit of 25 holds at one time. You may use your library card and personal identification number (PIN) to request materials through a computer at the library, online, or ask a librarian for assistance. Customers may suspend their holds for pick-up at a later date in situations such as vacation.

The customer is informed that the item is in through either an email message or a phone call. When someone asks to check out a reserved item for another person, we will check it out using the barcode number. We will no longer require the requestor’s library card. The fact that the borrower knows that a book is waiting to be picked up for someone else implies that the requestor gave permission for that person to pick up the item.

UNCLAIMED HOLDS

There is a \$0.50 fine for each unclaimed hold.

An “unclaimed hold” is an item that is not picked up within five (5) days of notification. If not picked up or cancelled, the item will be removed from the Hold Shelf and a \$0.50 fine, per item, will be charged.

LIBRARY MATERIAL LOAN POLICY & FINES

MATERIALS	CIRCULATION PERIOD	LIMITS/PATRON	OVERDUE FINES	CHARGES FOR LOST OR DAMAGED ITEMS	COMMENTS
Books: Fiction, Non-Fiction, Barcoded Paperbacks	3 weeks		\$0.15 per day \$5 max not to exceed replacement cost	Cost as indicated on computer	4 renewals *
Pamphlets & Magazines	3 weeks		\$0.15 per day \$5 max not to exceed replacement cost	\$2.50	4 renewals*
Unbarcoded Paperbacks	3 weeks				
DVDs, Blu-Ray	7 days	10	\$1.00 per day \$10 max	Replacement cost Cases \$5.00	4 renewals*
Non-Fiction DVDs	3 weeks	10	\$1.00 per day \$10 max	Cost as indicated in COMPUTER Cases \$5.00	4 renewals*
Compact Disc, Music CD's J & Adult	3 weeks	10	\$0.15 per day \$5 max	Replacement cost Jewel Cases \$3.00	4 renewals*
Unabridged Books on CD and Playaways	3 weeks	10	\$1.00 per day \$10 max	Cost as indicated in Computer in SIRSI Playaway & CD Cases \$10.00 Single Lost Disc \$10.00 Playaway Battery Cover \$1.00	4 renewals*
Kits	3 weeks		\$1.00 per day \$5 max	Replacement cost Kit Bags \$2.00	4 renewals*
JKits	3 weeks		\$0.15 per day \$5 max	Replacement cost Kit Bags \$2.00	4 renewals*
CD-ROM - J & Adult	3 weeks		\$1.00 per day	Replacement cost	4 renewals*
BookXpress	14 days		\$1.00 per day \$10 max	Cost as indicated in COMPUTER	No Renewals or holds
DVDXpress	3 days	2	\$2 per day \$10 max	Cost as indicated in COMPUTER Cases \$5.00	No Renewals or holds
Returned Checks			\$15 per returned check		
Unclaimed Hold			\$0.50 per item		

*Renewals allowed if item is not on hold

Additional Information:

- Holds will be held for five (5) days from date of notification. There is a \$0.50 fine for each unclaimed item.
- Interlibrary Loan items from libraries outside of the Southern Maryland Region may be renewed if permitted by the loaning library.
- Card Blocked from use - \$10 in charges, 75 items checked out.

OVERDUE POLICY

It shall be the policy of the Board of Library Trustees to make every effort to recover overdue library materials including taking legal action when appropriate. *Revised June 2009*

CLAIMS RETURNED and CLAIMS NEVER HAD

Claims returned: If a user receives a notice but claims to have returned the materials earlier, you need to mark the materials with a claims returned date after checking to make sure the item is not on the shelf. Once marked, the user no longer accrues overdue fines for that item; however, the item continues to appear on the customer's current checkout list.

Claims never had: These situations will be resolved by the Circulation Supervisor on a case by case basis.

RETURNING ITEMS

Materials checked out may be returned to any library branch in St. Mary's County or in the tri-county area (Calvert and Charles). Materials returned to public libraries in these three counties will be immediately checked in; thus, the customer will not incur fines if the items reach the home branch after the due date.

All St. Mary's County Library branches have a 24/7 Return Slot. Materials in these bins at the start of the library business day will be considered returned by the previous day.

Materials returned to library branches outside the Southern Maryland tri-county area will accrue fines until they are checked in at the home branch.

LOST ITEM POLICY

It shall be the policy of the St. Mary's County Library to accept as payment for lost or damaged item cash equal to the replacement value of the item as identified in the catalog record, or the identical item in new condition PLUS a \$5 processing fee for each item. No substitutes will be accepted.

Should a patron return an item that has been recorded "lost and paid," the policy of the St. Mary's County Library shall be to issue a refund upon presentation of the original receipt. All requests for refunds must occur within three (3) months of payment. The refund shall be the amount paid by the customer for the lost item. They will not be reimbursed the \$5 processing fee. *See Lost Items Procedure.*

Adopted 3/16/99

Revised 1/20/03, 6/17/11

INTERLIBRARY LOAN (ILL)

The term interlibrary loan (ILL) encompasses both borrowing and lending of materials and reproductions. The purpose of interlibrary loan is to borrow or obtain copies of library materials not available in the St. Mary's County Library system.

The methods available for ILL are as follows:

COSMOS: The tri-county online catalog lists the holdings of Calvert, Charles, and St. Mary's County public libraries and some school libraries. Materials on COSMOS may be requested by all Southern Maryland library customers.

MARINA: The state-wide interlibrary loan service which allows customers to request items from public libraries outside of Southern Maryland. This is available from the library's [www](#) page.

ILL: If an item is not available at any of the above libraries, any registered borrower with a valid St. Mary's County Library card can arrange an interlibrary loan. Customer should see the librarian to begin the process. *See ILL Procedure.*

Materials that may be borrowed include specific items that are not in the St. Mary's County Library collection. Most libraries will not lend recent titles in heavy demand, such as best sellers; or certain other valuable or fragile items, such as reference materials, genealogy materials, full magazine issues, audio- and videotapes, and musical recordings. Limitations, in general, are those of the American Library Association [National Interlibrary Loan Code](#) (See Attachment A), and the Maryland Interlibrary Loan Organization (MILO) [Maryland State and Regional Library Network Policies/Procedures](#) (See Attachment B).

Lending libraries determine whether requested materials will be provided, and any restrictions on loaned materials, such as "For In-Library Use Only" or "No Photocopying."

Picking-up material: Library staff will notify the customer when the ordered items have arrived. The material will be held at the Library for pick-up for 5 days from the notification date. The Due Date is set by the lending library. It is best to pick up the material as quickly as possible, after being notified, to take advantage of the maximum length of time allowed by the loaning library. If the item is not picked up by the due date, the item will be removed and a \$0.50 fine will be charged to the customer.

Renewals: Renewals are at the discretion of the lending library. The lending library may recall materials at any time. Any fees charged by the lending library for materials kept overdue will be added to the borrower's library card account.

Notification: If the library receives a status report that the requested material is not available for loan, the customer will be notified. The customer is encouraged to call the library at any time to follow up on a request.

COSMOS (Collections of Southern Maryland Online System) TRI-COUNTY LOAN

COSMOS is a tri-county on-line catalog incorporating the holdings of the Calvert, Charles, and St. Mary's County public libraries and some school libraries in these same counties.

Customers may request any material listed in COSMOS, which are not on the shelf at their local library branch, by placing a hold on the desired materials. Customers can place holds themselves from the catalog at the library or from a remote connection (www.stmalib.org). A valid library card and PIN are required. For assistance in placing a hold, check with a librarian. Some items, such as recent publications in heavy demand and certain formats, may be unavailable for loan.

Restrictions

The number of requests a customer can have at any one time is limited to 25.

Status

Items listed as "Available" usually arrive within 3 to 5 business days. Customers should request help from a librarian when any other status, such as "Checked out," "In Transit," or "Hold" is listed, or when a shorter deadline is needed. Requests can be canceled at any time.

Notification

Customers will be notified when an item is received for pick-up. Items will be held for 5 days following the date of notification. If not picked up or cancelled, the item will be removed from the Hold Shelf and a \$0.50 fine, per item, will be charged.

BOOKXPRESS

All three counties have decided to use the item type, BookXpress. This will allow them to have a browseable collection of items that cannot be put on hold and cannot be renewed. The rules for the counties are different and follow as listed below:

BookXpress Policies

Policy	Calvert County	Charles & St. Mary's Counties
Item Type	BookXpress	BookXpress
Description	Popular Book (No holds allowed)	Popular Book (No holds allowed)
Loan Period	7 days	14 days
Renewals	No	No
Holds	No	No
Daily Fine	\$0.25	\$1.00
Shadowed	No	No

DVDXPRESS

St. Mary's County uses the item type DVDXpress which provides a browseable collection of items that cannot be put on hold and cannot be renewed. The rules are as follows:

Item Type	DVDXpress
Description	Popular DVDs (No holds allowed)
Loan Period	3 days
Renewals	No
Holds	No
Daily Fine	\$2.00
Shadowed	No
Limit	2

Homebound, Senior Centers, Residential Institutions

Library volunteers provide an outreach service to: county residents who are homebound and request library service; senior centers; residential facilities, such as nursing or assisted living. This service can be provided only if volunteers are available. **See Library Card Procedure.**

Adopted 10/00; Revised: 9/05; 9/06

Child Care Provider Outreach

WoW! (Words on Wheels!) service provides outreach to child care providers in St. Mary's County. The service consists of deposit collections and storytimes when time permits. The van operates out of the Leonardtown Library branch. For further information, contact the outreach office at 301-475-2846, ext. 1011.

TECHNOLOGY RESOURCES AVAILABLE IN EACH BRANCH

Free PC and Internet Access

All St. Mary's County Library branches provide PC workstations which provide free access to various productivity software products and the Internet. Each customer is allowed up to 3 hours per day on a branch's PCs. If no customers are waiting in line, they may be allowed more time. For further details about the Internet access, see the Internet Safety Policy in the Information Services section. **See PC Use Procedure.**

Fax Service

The fee for faxing is \$3.50 for every 5 pages. A staff member will act as an intermediary when the fax machine is located in a staff area.

WI-FI Network and Wireless Laptops

All three library branches have WI-FI network and wireless laptops available for use in the libraries, through a generous donation by BAE SYSTEMS, Inc. Customers may bring in their own wireless devices to use the WI-FI network. The rules and policies for use of the laptops in each library vary depending upon the branch.

Printing

Black-and-white as well as color printing is available from the PC workstations and the library or customer laptops. B&W prints are .20 each page; color prints are \$1 each page.

Scanners

Scanners are available at each branch. Procedures for use are available at each branch.

LCD Projector

LCD projector is available for use in each branch's meeting room. Procedures for use are available at each branch.

Face Time @ Your Library

Each branch has a laptop with a webcam to communicate with people across the globe. **See Face Time @ Your Library Procedure.**

COMPUTER LAB AT LEXINGTON PARK LIBRARY

The computer lab with 12 computer workstations is available at the Lexington Park Library branch for booking by government and nonprofit agencies for group computer education. It is available during standard library hours if a library program is not already booked and for classes no smaller than 6 students. **See Computer Lab for Group Use Procedure.**

LAPTOP LAB

There are 13 laptops which can be set up in the meeting rooms of all three libraries to conduct computer training classes. Customers can book them, through library staff, to use with community groups in the library's meeting rooms. **See Computer Lab & Laptop Lab Procedures.**

SERVICES AVAILABLE 24/7

WWW.STMALIB.ORG - "The Library's Internet Branch"

This web page was created and is maintained by St. Mary's County Library staff. It provides electronic access, in the library branches or remotely, to information about the library, circulation services, the library catalog, online databases, and more.

PIN

Access from outside the library to certain online services is through an Account PIN. The PIN assigned to customers is the last four digits of their phone number unless they request otherwise. The PIN may also be the word "change."

COSMOS (Collections of Southern Maryland Online System) CATALOG

COSMOS is a tri-county on-line catalog incorporating the holdings of the Calvert, Charles, and St. Mary's County public libraries. See Circulation Services section for more detail.

RENEWAL

Most materials may be renewed up to four times if not reserved for another customer. How to renew items on the Internet:

- Click on "Check Your Account"; click on "Renew My Materials"
- Click in the box next to each item to be renewed (A check mark will appear in the box)
- Click on Renew Selected Items; a message will tell you if it was successfully renewed.

You cannot renew an item online if:

- Your account balance is more than \$10.00
- Someone else has placed a hold on the item
- You are over the renewal limit of four times per item

HOLDS

When something you need is not on your local library's shelf, you may reserve it or borrow it from another library. You may use your library card and Personal Identification Number (PIN) to reserve an item or request that it be sent to a certain branch. There is a limit of 25 holds at one time.

CHECK ACCOUNT

Shows what is currently checked out, due dates, fines accrued, and materials on hold.

MEETING ROOM BOOKINGS

The policies and procedures for this are in the Administrative Policies section of this manual.

ONLINE DATABASES

A variety of different online databases and information services can be accessed from the library's or COSMOS www site. A current listing is available on the www site or at the Information Desk. These databases are also available from outside the library in a customer's home, office, school etc. if they have a library card. Customer needs to put in their library bar code number and pin # to gain access if they are not in the library.

HelpNow! is an live online homework help service purchased by SMRLA from a company called BrainFuse. It provides free online homework help with your library card number. It is targeted to grades 3-12 and is available 7 days a week from 2 to 11PM.

DOWNLOADABLE BOOKS & MOVIES

A large selection of print and audio books as well as movies can be downloaded to a cardholder's home PC or other compatible electronic device. Current information about the titles available and downloading instructions are available at the library's www site and at each branch.

ASK US NOW!

www.askusnow.info

A 24/7 live online interactive service. It uses the expertise of librarians to provide answers to questions, research guidance, and help navigating the Internet. It is a partnership of Maryland public, academic and special libraries. St. Mary's County library staff gives 10-hours a week to staff this service. To use, customer only needs to enter a MD 5-digit zip code. A library bar code number is not necessary to use this service.

SAILOR

www.sailor.lib.md.us

This is Maryland library community's public information network. This is a project of Maryland public libraries which is administered by SOC (Sailor Operations Center) housed in Baltimore City at Enoch Pratt Library.

SOCIAL NETWORKING

Social Networking is defined as any web application, site or account created and maintained by the St. Mary's County Library (SMCL) which allows users to share opinions and information about library related materials and activities. Social networking can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. To date, SMCL social networking activities include: Facebook, Flickr, Kid's Blog, Staff Intranet, ChiliFresh, and eNewsletter using Constant Contact.

The Library does not collect, maintain or otherwise use the personal information stored on any third party site in any way other than to communicate with users on that site, unless granted permission by users for Library contact outside the site. The purpose for contact outside the site may include program promotion, volunteer opportunities, reference help, or other similar

activities. Users may remove themselves at any time from the Library's lists, or request that the Library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Comments, posts and messages are welcome and encouraged on St. Mary's County Library social networking sites. The sites will not be blocked nor protected in such a way as to prevent users from reading posted updates. While SMCL recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy. All postings which contain any of the following will be removed and the poster barred from posting on the library's social networking sites.

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Photos or other images that fall in any of the above categories

By posting to the site, the user agrees to indemnify the Library against all liabilities that may arise from user-created content. SMCL reserves the right to edit or modify any postings or comments for space or content while retaining the intent of the original post. The Library shall also be granted the right to reproduce comments, posts, and messages in other public venues (i.e., a posting on Facebook may be quoted in a newspaper or on the library website). Identifying information, other than first name, will be removed unless prior approval is granted by the user.

SMCL assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse or review content outside the "pages" created by SMCL staff. Participation in SMCL social networking services implies agreement with all Library policies, including its Social Networking Policy and Acceptable Use of the Internet Policy and the Terms of Service of each individual third-party service. If a user does not agree to these terms, they are not to use the services provided.

The role and utility of social networking sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers.

December 2009

REFERENCE POLICY

Public library customers have a variety of complex information needs. For this reason, it shall be the policy of the St. Mary's County Library to provide all library users with high quality, consistent information service

All requests from the public will be given serious, accurate and equal treatment. All customers will be directed to appropriate resources based on a thorough reference interview. Customers may be directed to resources in the local library, the regional or state networks, or to appropriate outside agencies and organizations.

Information staff will be responsible for assisting customers with reference requests in an impartial and businesslike manner. The function of the staff is to provide information – not opinions.

Information staff will proctor examinations for individuals, subject to the availability of staff. *See Examination Proctoring Procedure.*

In all cases, customers will receive a response to their requests. If the library's resources are not adequate, every attempt shall be made to locate the information for the customer or refer the customer to a more appropriate source of information.

Adopted 5/17/94

HOMEWORK POLICY

The St. Mary's County Library serves customers of all ages, abilities, and skill levels, from children to senior citizens, and of all ethnic, cultural and socio-economic groups. Homework related questions deserve the same treatment as any other reference question. Students will be directed to the appropriate resources or referred to another appropriate source of information based on a thorough reference interview. However, questions to check homework, do math calculations, proofread a paragraph or formulate a thesis statement are beyond the normal scope of library service.

Librarians should make every effort to share with the student their methods of locating information. Establishing communication between librarians and students gives us an opportunity to encourage them to be life long users of the library.

Adopted 1/20/03

NOTARY SERVICE

Customers and staff can have documents notarized, for free, at all branches. The branch manager will identify the notary for each location.

Adopted Jan. 2010

INTERNET SAFETY POLICY

Mission of St. Mary's County Library

- For all county residents, St. Mary's County Library strives to meet the current, as well as the emerging, educational and personal development needs and deliver valuable and convenient services and resources.

In order to achieve this mission, the St. Mary's County Library provides access to the Internet at all of its library branches. To regulate the use of this resource, the Board of Trustees for the St. Mary's County Library created and approved this Internet Safety Policy. All users of the Internet in a St. Mary's County Library branch must agree to follow this Internet Safety Policy before they are able to enjoy the Library's Internet Resources. This policy brings the library into compliance with the federal law CIPA (Children's Internet Protection Act, 2000) and Maryland Law Article 23, Section 506.1.

Acceptable Use

The Internet is an ungoverned and unregulated source of information. Library users must recognize their increased responsibility when using this resource. Librarians and filtering software cannot completely control what the user will see on the Internet. Users must continually evaluate the information they retrieve, both the validity as well as the suitability of the information, according to their own standards. Users should also be aware that, while they have the right of confidentiality as to the information they seek and receive, security on the Internet is technically difficult and Internet transactions can become public.

The St. Mary's County Library's Internet Safety Policy does not allow the following activity:

- Access and display of materials that are obscene or constitute child pornography as defined by federal statutes, 18 U. S. Code, Sections 1460 and 2256, and Maryland Annotated Code, Criminal Law Article, Title 11, subtitle 2, Obscene Matter.
- Inappropriate use of chat.
- Violation of copyright laws or software licensing agreements.
- Making changes to the set-up or configuration of the software or hardware of the library's public access computers.
- Activity which seeks unauthorized access to any computer system to damage or alter software components of any network database or to use computer resources for any other purpose deemed unacceptable by the library in consideration of the best interests of the public.
- Activity which is disruptive, offensive, libelous, or slanderous.
- Activity which violates another user's privacy.
- Unauthorized disclosure, use and dissemination of personal identification information regarding minors.

Technology Protection Measure (TPM)

The St. Mary's County Library provides a Technology Protection Measure (TPM), also referred to as filtering software, on all Internet access computers in all the library branches. Users of the Internet, however, should be aware of the following:

- No TPM guarantees all obscene and pornographic sites will be blocked.
- TPMs might block some sites that might not be considered obscene or pornographic.
- Parents or guardians are the final authority and it is their responsibility to determine what is best for their children. No technological solution can match a family's individual values and preferences.

The sites are blocked to meet the following requirements of the Children's Internet Protection Act (CIPA):

- ALL customers will have sites blocked which contain obscene and pornographic visual depictions as chosen by the filtering software vendor. These cannot be changed by the library staff.
- Computers in the Children's areas have additional sites blocked which contain visual images that are considered harmful to minors.
- Customers over 16 years old may request from a librarian that the TPM be disabled. The library staff is not able to "unblock" or "block" specific www sites.

Termination or Prohibition of User Access

Library employees are authorized to terminate any user's access session or take any other appropriate action to ensure compliance with this policy. Internet users whose session has been terminated may request a review of the action. Customers may submit the Internet Use Complaint Form to file a complaint regarding Internet access. *See Internet Safety Policy Procedure.*

**Approved by St. Mary's County Library Board of Trustees
July 7, 2004**

MATERIALS SELECTION POLICY

These Library Material Selection Policies for the St. Mary's County Library have been based upon the work of a Committee appointed by the Board of Library Trustees, which included representation of both Board and staff.

The thought of these policies has been influenced by the American Library Association's Bill of Rights as well as the Freedom to Read and Freedom to View statements which are at the end of this section. Any library material selected in accordance with these policies shall be held to be selected by the Board of Library Trustees.

Adopted 1/15/91

I. Library Objective

The overall objective of the public libraries in St. Mary's County is to provide library resources and services necessary to meet the educational, recreational, and informational needs of the public in order to promote the communication of ideas, and enlightened citizenship and enriched personal lives.

II. Responsibility of Selection

Final authority for the determination of the policies in this document is vested in the library's Board of Trustees. The authority and responsibility for selection of library materials is delegated by the Board to the Library Director, and under his/her direction, to the staff who are qualified for this activity by reason of education, training, and experience.

Advice of specialists in the community is requested in fields in which staff members do not have sufficient expertise. Suggestions from readers are welcome and are given serious consideration within the general criteria for selection. The final decision for purchase rests with the library. The responsibility for the use of library materials by children and adolescents rests with their parents or legal guardians.

III. Criteria for Selection

The evaluation of materials is characterized by flexibility and responsiveness to the changing needs of the citizen in St. Mary's County. These changing needs require that materials be evaluated initially and on a continuing basis. As a result, materials, which may not have been recommended for purchase initially, may, in fact, later be purchased. Materials are evaluated as a whole and not on the basis of a particular passage or passages. A work will not be excluded from the Library's collection because it presents an aspect of life honestly or because of frankness of expression. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children and adolescents. Materials selected primarily for children and adolescents will be marked accordingly.

General Criteria for Selection

1. Availability and suitability of the material's format.
2. Suitability of the subject, style, and reading level for the intended audience.
3. Attention given by critics, reviewers, professional material selection aids and the public.
4. Reputation of the author, publisher, or producer.
5. Quality of design and illustration.
6. Relevance to the present and potential needs of the community.
7. Demand for the material.
8. Relationship to existing materials in the collection on the same subject.
9. Availability and accessibility of the same material in the State Library Network.

Purchase of those materials that meet one or more of the above criteria may be limited due to budget constraints.

IV. Collection Maintenance

Discarding

The discarding of materials is selection in reverse. Systematic withdrawal of materials which are no longer useful in maintaining an active, accurate collection is necessary. Library materials are discarded for one or more of the following reasons:

1. Irreparable damage.
2. Obsolescence.
3. Insufficient use.
4. Lack of space available for housing materials.

Replacement

Lost, damaged and worn out materials are considered for replacement based on the following three factors:

1. Existence of adequate coverage of the subject in the library collection.
2. Public demand for the specific title.
3. Availability of the specific title.

Gifts

Gifts of books and other materials are accepted with the understanding that they may be used in the collection or disposed of according to the needs of the library. New titles acquired in this manner are subject to the basic standards of selection. Replacements and duplicate copies are added to the collection if needed. The costs of processing and the availability of shelving space are also factors in determining the acceptance of gifts. The library does not provide evaluations of gifts for tax deductions or other purposes.

Complaints about Library Materials

Materials representing various points of view are acquired. Where there are differing opinions or theories, the libraries will provide materials on all viewpoints if they conform to the general criteria for selection. No materials will be excluded because of the writer's race, nationality, sexual orientation, religious, or political views. The libraries recognize that the choice of library materials by a user is an individual matter. While one person may reject materials for himself/herself, he/she cannot exercise censorship to restrict access to materials by others. Responsibility for the reading of children and adolescents rests with their parents or legal guardians.

Once an item has been accepted as qualifying under the selection policies and criteria, it will not be removed solely at the request of those who disagree with it. There is a formal procedure for the reconsideration of materials. *See Material Reconsideration Procedure.*

Adopted 3/17/09

FREEDOM TO READ STATEMENT

The **freedom to read** is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative

solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for

themselves what they wish to read and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one; the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, June 30, 2004, by the ALA Council and the AAP Freedom to Read Committee.

A Joint Statement by:

American Library Association
Association of American Publishers

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 these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, 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.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.
6. This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council January 10, 1990

LIBRARY BILL OF RIGHTS

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.**
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable bases, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948. Amended February 2, 1961, and January 23, 1980, inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

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ACCOUNTING & PROCUREMENT PROCEDURES

Procurement Guidelines & Procedures

The library's basic procurement objectives are: 1) to buy what will meet the minimum needs of the library; and 2) to obtain the best value based on the terms of lowest price, delivery, quality and service.

When available and deemed appropriate, the library staff will make purchases using state or county contracts, make use of the county's vendor list, and solicit the expertise of the county procurement department. It is normal practice to secure at least 3 quotes for purchases, via online resources or over the telephone.

Procedures for specific types of purchases are as follows:

- **Materials** for customers to check out: audio, print, video, etc
 - Choose vendor according to following criteria: discounts, shipping costs, availability of titles, timeliness of delivery, service.
- **Supplies** Shop online and telephone. Procure at least 3 quotes for comparison.
- **Furniture** Choose vendor according to following criteria: discounts, shipping costs, availability of desired item, timeliness of delivery, service.
- **Technology** Shop online and telephone. Choose product according to following criteria: cost, service, reliability, timeliness of delivery.
- For items costing **\$2,500 and above**, the library staff may request assistance from the county's Procurement Department staff.

Background info:

County Procurement Procedures

Most recent update, October 2002:

- \$2,500 to \$15,000 Request for Quotation (RFQ)
- \$15,000 + Formal Bid process
- Procurements costing less than \$5,000 for supplies or services shall be considered Small Purchases
- Procurements costing less than \$1,500 do not require written justification
- Maintains vendor list
- Office supplies and services of value of \$20 or less can be made by directors of departments

Reimbursements

- All requests for reimbursements should be submitted on the Employee Expense and Reimbursement form found on the Staff Intranet under General Staff Information/Forms. Please use a new form from this website each time so you know you have the most current form.

- All items requesting reimbursement may not be more than 30 days old from the date the expense was incurred. This is extremely important when we are trying to make sure we have sufficient funds to pay for things like staff development courses, etc.
- All receipts smaller than 8.5 x 11 should be taped to an 8.5 x 11 piece of paper, then paper clipped to the reimbursement form. Please DO NOT staple things to these forms.

Purchasing (*does not include circulation materials*)

- Each branch has a staff person in charge of purchasing supplies, etc. Please send your request for items to that person.
- Before you purchase an item with your personal credit card you MUST check with the Library's Administrative Assistant. We have many vendor accounts that will invoice us rather than using your own money and submitting a reimbursement. Sometimes we are even provided a discount on purchases as well as being tax exempt. A listing of current vendors can be found on the Staff Intranet under General Staff Information/Forms.
- Please try to plan in advance for processing supply items from existing vendors like Brodart, Highsmith, etc. Orders will be placed with these vendors on 7/31, 10/31, 1/31 and 4/30 to help defray shipping costs.
- The office supply vendors currently in use by the Library offer free shipping so items will be ordered as soon as possible.
- Please ask the Library's Administrative Assistant to shop around for the best price before settling on a vendor for any purchase.
- Please use the Purchase Request form found on the Staff Intranet under General Staff Information/Forms. Please use a new form from this website each time so you know you have the most current form. This form may be faxed or emailed directly to the Library's Administrative Assistant.

Invoices

- All invoices for payment from the Library's annual budget should be sent to the Library's Administrative Assistant for payment.
- Please send only one copy of an invoice since all invoices are scanned before being sent to the county for payment.
- Please do not send an invoice if it should not be paid. All invoices received will be paid promptly.
- Please note if an invoice should be paid from a specific account i.e., a grant account, supplies instead of materials, etc.
- Do not deduct items returned from an invoice. Please ask the vendor to send a credit memo. Invoice totals should not be altered.
- Invoices are paid on Net 30 day terms. This means we pay invoices 30 days from the date of receipt. Please send invoices to the Library's Administrative Assistant as soon as possible to avoid vendors having to send statements or call the Library looking for payment.

- It takes 2 (two) weeks from the time an invoice is received at the County Finance Department for a check to be cut. Please keep this in mind when requesting checks in advance for conferences, performers, etc.

New Vendors

- All vendors are required to have a vendor number provided by the County Procurement office.
- Any new vendor must submit a W-9 form (found on the staff intranet under General Staff Information/Forms).
- Staff must also complete or have the vendor complete a New Vendor Request form. This form can also be found on the staff intranet under General Staff Information/Forms.
- Both the W-9 and the New Vendor Request form must be sent to the Library's Administrative Assistant before going to the County for a vendor number.
- All requests for new vendors should be sent to the Library's Administrative Assistant no later than 4 (four) weeks before the first invoice is received.
- No invoice will be paid until the county issues a vendor number for a vendor. Please keep this in mind when placing orders with new vendors.

If you have any questions about the above procedures please feel free to contact the Library's Administrative Assistant.

St. Mary's County Library

VENDOR INFORMATION FORM

Vendor Name:

REMIT TO ADDRESS: Address Line 1:

Address Line 2:

City:

State:

Zip Code:

PHONE #:

FAX #:

MAILING ADDRESS: Address line 1:

Address line 2:

City:

State:

Zip Code:

POINT OF CONTACT *(please print clearly)*

NAME:

TITLE:

PHONE #:

FAX #:

EMAIL:

TAX ID or SOCIAL SECURITY #:

1099 (check one by clicking in the box) YES NO

NAME ON CHECK:

- Is your business a minority-owned business? YES NO *(Please provide appropriate documentation)*
- Is your business a woman-owned business? YES NO *(Please provide appropriate documentation)*
- Has any federal, state or local program/office designated your business as a qualified minority or woman-owned business? YES NO *(If so, please provide documentation).*
- Does your business provide any of the following types of services or fees for St. Mary's County Government?
Medical: YES NO Attorney: YES NO Rents: YES NO
- If your business is a Limited Liability Company (LLC), is it a ...
LLC Partnership? YES NO LLC Corporation? YES NO
- If your business is a sole-proprietorship, please provide the owner's name and social security number as well as the business name (DBA) and Tax ID number if your business has one:

Request for Taxpayer Identification Number and Certification

**Give form to the
requester. Do not
send to the IRS.**

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)	
Business name, if different from above	
Check appropriate box: <input type="checkbox"/> Individual/ Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Other ▶	
Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
City, state, and ZIP code	
List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number								
or								
Employer identification number								

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. person (including a U.S. resident alien).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (See the instructions on page 4.)

Sign Here	Signature of U.S. person ▶	Date ▶
------------------	----------------------------	--------

Purpose of Form

A person who is required to file an information return with the IRS, must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

U.S. person. Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee.

In 3 above, if applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

For federal tax purposes, you are considered a person if you are:

- An individual who is a citizen or resident of the United States,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States, or
- Any estate (other than a foreign estate) or trust. See Regulations sections 301.7701-6(a) and 7(a) for additional information.

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

CHILDREN LEFT IN THE LIBRARY AT CLOSING PROCEDURE

Each library will post a sign to notify parents of actions the library will take if a child is left without an adult at the library at closing.

“Attention Parents:

If children are left at the library after closing, we will call the Sheriff’s Department.
Their number is 301-475-8008.”

Assigned staff will walk around the library or designated area one-half hour before the library closes to identify any child who may be on their own (recommended for those under 18).

If the child is in the library with no adult, ask if they walked or if they are going to be picked up and at what time.

If the response is to be picked up after the library closes, ask for a telephone number for a responsible adult.

The senior staff member will telephone the adult and explain that the library’s standard practice is to call the sheriff to pick up the child if the responsible adult cannot do so before the library closes.

Call the sheriff’s office (301-475-8008) and report that a child has been left alone at the library at closing time.

Two staff members need to stay with the child until the sheriff or parent arrives.

If the parent arrives before the sheriff, call the sheriff and report that the child has been picked up.

The sheriff can take the child home.

These procedures may need to be adapted to the situation. The senior staff member should adjust procedures accordingly.

COMMUNITY INFORMATION DIRECTORY

General Overview:

The Community Information Directory is a searchable database of community organizations and government agencies which provide services to the citizens of Southern Maryland. The database is maintained by SMRLA and can be accessed from the library's home page using the Community Information link. Information is updated monthly by SMRLA and St. Mary's County Library staff.

Finding new local organizations

Search for new organizations from these possible sources:

- community section of The Enterprise
- Pennysaver's listing of community events
- local magazines
- local guides
- Recreation and Parks guide
- public newsletters
- talking with customers
- local websites (somed.com, <http://leonardtwn.somed.com>)

Steps for adding a new organization:

1. Determine if the organization fits the Basic Selection Criteria:
 - All agencies must be located in Southern Maryland or have Southern Maryland Citizens as their primary focus.
 - All agencies must be non-profit or local government (this includes churches, private non-profit schools, non-profit clubs, civic organizations, etc.)
 - All agencies must provide a service to the community.
 - No businesses will be listed in the directory.
2. Verify that the organization/agency is not currently listed in the Directory by using a simple keyword search.
3. Contact the organization via phone (preferred), email or mail using a script similar to the following:

Telephone call:

Hello, my name is _____ and I work for the St. Mary's County Library. I am updating our online community database and I see that your organization/agency is not listed. Can you spare a few minutes now to help me collect the information that I need so that your organization/agency can be listed? Should I call you back at a later time that's more convenient for you?

E-mail script:

St. Mary's County Library maintains a database of local community organizations and governmental agencies providing services to the citizens of Southern Maryland. Your organization is not listed at this time.

If you would like to have your organization listed, please fill out the attached form and send it back to the library. If you prefer, you may submit the information online from our homepage, www.stmalib.org. Click on the link "Community Information" and then on "Apply On-line."

Please don't hesitate to contact us if you have any questions or need additional help. Thank you in advance for your time

The community information form must be filled out for each new organization and sent to SMRLA's staff representative who will make the final determination if the organization can be added.

Filling out and completing the form:

This form can be found and completed online or downloaded in Word or PDF to allow the organization to fax or send the form through the mail. Forms submitted to Susan can be changed by emailing her with the updated information.

Tips:

- Remember to check the appropriate box at the top of the form, either 'New Request' or 'Update Information.'
- The only required information is a phone number.
- Do not fill out the section "Contact Information" since this information frequently changes and is not necessary.
- The staff member filling out the form enters his/her name on the signature line.
- A physical address must be obtained for a church.

Updating organizations:

Every month SMRLA sends a list of organizations to the library. A staff member contacts the organization and verifies the organization's information. Following is a suggested script:

Hello, my name is _____ and I work for the St. Mary's County Library. I am working on updating our online database of community organizations. Do you have a few minutes to help me update the information we have about your organization/agency?

9/06

GROUP USE OF LEXINGTON PARK COMPUTER LAB & LAPTOP LAB

Lexington Park Computer Lab

The computer lab is available for use by the same groups that can use our library meeting rooms. The following requirements and procedures apply:

- Contact the Adult Services Supervisor at 301-863-8188, #3, to schedule the computer lab.
- Please make arrangements for any equipment that needs to be set up for your group at least 2 days ahead. A tabletop projector is available if requested in advance.
- To cancel a class, call 301-863-8188, #3. If the Adult Services Supervisor isn't available, talk to another Information staff member.
- A minimum of 6 students is required. If 6 students do not attend a scheduled class, staff will attempt to provide alternative accommodations with a laptop computer if other meeting space is available.
- The computer lab is available during standard library hours unless a library class is scheduled.

May 2009

Laptop Lab

The library owns 13 laptops which can be used in the meeting rooms at any of the three libraries. They are available for use by the same groups that can use our library meeting rooms. To book the laptops and the meeting room, the customer must call the Library's Administrative Assistant at 301-475-2846 ext. 1012.

The Library's Administrative Assistant will send an email to the Branch Manager of the library where the Laptop Lab is being booked. The Branch Manager will follow through on remaining details.

Staff who will be conducting classes using the Laptop Lab must book them using the "in-house" E*vanced scheduling software.

May 2009

CONFIDENTIALITY PROCEDURE

1. The library staff member receiving the request or the document to examine or obtain information relating to circulation or other records identifying the names of library users, will immediately refer the person making the request to the Director, who shall explain the confidentiality policy. If the Library Director is not immediately available, give them the contact information or take their name and number and have the Director contact them. Although search warrants may be executed immediately, ask to have library director consulted first. If this is not feasible, do not impede the search. Keep a record of documents/files produced. Contact the director or the county attorney as soon as possible.
2. The Director, upon receipt of such process order, search warrant, subpoena, FISA (Foreign Intelligence Surveillance Act) request shall consult with the County Attorney to determine if the document is in good form and if there is a showing of good cause for its issuance. If the County Attorney is unavailable, the Library Director will determine the immediacy of the order or subpoena. If immediate compliance is required, the Library Director will produce only the records requested by the document.
3. If the Library Director and the County Attorney determine that the process order, search warrant, subpoena, FISA request is not in proper form, or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released.
4. Any threats or unauthorized demands (i.e., those not supported by a process order, search warrant, subpoena, FISA request) concerning circulation and other records identifying the names of library users shall be reported to the Sheriff's Office or Maryland State Police.
5. Any problems relating to the privacy of circulation and other records identifying the names of library users which are not provided for above shall be referred to the Director who shall consult with the Library Board.

DVD/CD REPAIR & CLEANING

- Responsibility for repair shipments will rotate among the branches on a monthly basis.
 - Lexi – April, July, October, January
Leon – May, August, November, February
Hall – June, September, December, March
 - Each branch will track the DVD's sent for repair.
 - Items are collected by the 1st Monday of every month and sent to the respective branch, include the number of DVD's and the value.
 - All items are mailed by Thursday of that week.
 - Items will be insured for full value and shipped to
Azuradisc
2885 N. Nevada #140
Chandler, AZ 85225
Phone: 1-800-933-4923
 - Upon return, the invoice will be reviewed and approved and sent to Phyllis for payment
- 6/7/06

FACE TIME @ YOUR LIBRARY

Customers may use the library laptops with a webcam to communicate with people across the globe. This must be done in the library.

Procedures for customers who want to use this new service:

- They must make contact with the branch they want to use.
Charlotte Hall: x 1003 or hall.ref@stmalib.org
Leonardtwn: x1003 or stma.ref@stmalib.org
Lexington Park: x1007 or lexi.ref@stmalib.org
- The person will state the time/day they want to do the communication. The communication cannot be done in the public area. They must book a meeting room or study room. Staff will assist them to see if a room is available for their preferred time. If not, they will need to set another date and time.
- Staff will reserve the room and a laptop which is properly equipped. Staff will ensure that appropriate staff are scheduled to provide any necessary technical help to the customer.
- Staff will get the equipment set up and working for the customer.

May 2009

GIFT PROCEDURE

Inform the donor of the Gift Policy before accepting gifts. Ascertain that the donor is willing to accept the library's terms.

1. Endowment gifts - Refer donors to the Director who will present the information to the Library Board. The Library Board Treasurer will deposit the money into the endowment fund. The Library Board will handle all correspondence for endowments.
2. One-time cash donations - Branch Librarian will collect the money, complete the Gift Form, send an acknowledgment to the donor (see #5 below), deposit the money into the appropriate account, and send the Gift Form to the Director who will inform the Library Board of the gift.
3. Books, periodicals, AV and other library materials - For donations of specific titles and memorials, the Branch Librarian will complete the Gift Form, send an acknowledgment to the donor (see #5 below), send the item(s) to the Processing Department with information to be included on the gift plate. Forward the Gift Form to the Director who will inform the Library Board.

For donations of collections of materials (e.g., from persons moving or cleaning out homes, etc. and want to dispose of items) provide the donor with the Receipt Form, explain that the Library, does not place a value on donated materials, suggest valuation sources such as *Books in Print*, complete and sign the form, and return the form to the donor. Branch Librarian decides final disposition of the materials. If necessary, provide the customer with the Criteria for Donations handout. (See below)

4. Plaques, furnishings, artwork and other 3-dimensional objects. Refer the donor to the Director who will negotiate with the donor and will decide to accept, reject or refer the gift to the Library Board for a decision.
5. Format for acknowledgments -
 - a. Use SMCL letterhead
 - b. Body of the letter:
 - Opening sentence: "On behalf of the Board of Library Trustees, thank you for..."
 - State what the gift is
 - State which branch it was given to
 - State what you will do with it or in which section of the library it will be placed
 - State whether the item will have a gift plate
 - c. Sign the letter: Branch Manager
 - d. Memorials - send letter to the donor acknowledging the gift, let donor know you have notified the family and send a letter to the family.

A GIFT TO ST. MARY'S COUNTY LIBRARY
This form is for library staff use only. Send to Library Director.

Library _____
Date _____
Date letter sent _____
Initials _____
Date sent to Director _____

Presenting Person: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone Number: _____

If gift is a memorial:

In whose memory? _____

Send memorial notification to:

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

What is the gift? _____

How will the gift be used by the library? (ex: placed in circulating collection, reference collection)



Gift Receipt Form St. Mary's County Library

Branch:
Date:
Donor's Name:

Thank you for the following donations:

- _____ Hardcover books in good condition
- _____ Paperback books in good condition
- _____ Magazines
- _____ Audiobooks (tapes/CD's)
- _____ VHS/DVD
- _____ Other (Please describe item)

St. Mary's County Library accepts gifts of books, periodicals, and AV materials that support its mission. Once donated, all items become the property of the Library. The Library reserves the right to decide whether to add them to the collection and their placement in the collection if added, to donate to the Friends of the Library, or to otherwise dispose of them.

A taxpayer who seeks to deduct the value of items donated to a library must be prepared to establish for the IRS a written inventory listing the title, edition, author, physical condition, and the date of donation. The library is not allowed to assign a value to a gift.

REV 3/11

Kathleen S. Reif, Director
23250 Hollywood Road
Leonardtown, MD 20650
301-475-2846 x1013
FAX: 301-884-4415
kreif@stmalib.org

Charlotte Hall Library
37600 New Market Road
Charlotte Hall, MD 20622
301-884-2211
FAX: 301-884-2113
hall.manager@stmalib.org

Leonardtown Library
23250 Hollywood Road
Leonardtown, MD 20650
301-475-2846
FAX: 301-884-4415
stma.manager@stmalib.org

Lexington Park Library
21877 FDR Blvd
Lexington Park, MD 20653
301-863-8188
FAX: 301-863-2650
lexl.manager@stmalib.org

HOMEBOUND, SENIOR CENTERS, RESIDENTIAL INSTITUTIONS

Who is eligible

County residents who call a St. Mary's County library branch and request home delivery; county senior centers; residential facilities in the county, such as nursing or assisted living homes.

How service is provided

This service will be offered by volunteers from the Women's Club of St. Mary's County. Volunteers will be responsible for delivery of the materials. The service will be coordinated between the Women's Club and the Leonardtown Branch Manager.

Procedures

1. Customer (individual/center) contacts library.
 - Individuals will call the branch and be referred to the staff in their branch who will provide the service
 - Centers and Residential Facilities--A staff person at each site must accept responsibility for receiving the deposit collection and retrieving the materials when they are to be returned. Items will be checked out to the Centers, not individuals, for 5 weeks
2. Responsible staff(each branch will designate one staff member who will be in charge of service) sends the name & phone number and email to the Leonardtown Branch Manager
3. The Branch Manager will contact the volunteer coordinator from the Women's Club. The coordinator will recruit a volunteer and notify the Branch Manager
4. Branch Manager will notify responsible staff at the appropriate library(branch that is convenient to volunteer and customer)
5. Staff responsible will contact customer to determine what types of materials are needed.
6. Staff responsible will gather the requested materials and check out the items to the customer/center for 5 weeks. (Volunteers may help with gathering requested materials.)
7. Staff responsible will contact volunteer when materials are ready.
8. Volunteers will schedule delivery and pick-up time with customers
9. Volunteers will pick up and return the items to any library branch.

INTERLIBRARY LOAN (ILL) PROCEDURES AND FEES

Any registered borrower with a valid St. Mary's County Library card can arrange an interlibrary loan (ILL).

Requests can be made in person, by phone, by FAX or by e-mail to the library's Reference Department. Lending libraries sometimes charge a handling fee (usually \$5.00 to \$20.00) and these charges are passed along to the customer. If there is a limit on the amount a customer is willing to pay for handling fees, this amount must be noted on the interlibrary loan request form.

Handling fees are the responsibility of the customer and will be billed to the customer's library card account for items not picked up within a specified time period.

INTERNET SAFETY POLICY PROCEDURE

How to Access

- ALL customers will have sites blocked which contain obscene and pornographic visual depictions as chosen by the filtering software vendor.
- Computers in children's areas will have additional sites blocked which contain visual images that are considered harmful to minors.
- Customers over 16 years old may request from a librarian that the TPM be disabled
- Users who do not have a St. Mary's County Library card may be signed on as a guest.
- Users must pay outstanding fines before they can use the Library's computers. All Internet users will be required to accept the St. Mary's County Library Internet Safety Policy (ISP) before they are given access to the Internet.

Rules for Computer Use

- Access sessions are limited and set by library staff according to business levels. Users must end their session and leave the computer when asked to do so by a staff member.
- Up to two people may share a computer.
- Parents/guardians must be available to assist and supervise their children.
- When the user wishes to save a file, storage items may be purchased from the library. Any personal files saved to the hard drive will be erased.
- Permission must be obtained from the librarian to attach personal hardware to the computers. This includes, but is not limited to: USB Drives, personal headsets, external recording/listening devices, etc.
- Users are responsible for returning screens to "Home." The library is not responsible for material left on computer screens.
- There is a charge to print from the computer. Users are responsible for the document format that prints.

Discipline

The staff should inform the customer of their right to submit an Internet Use Complaint Form if they feel it is appropriate.

First Violation

- Give the user a copy of the Internet Safety Policy.
- Point out that the policy is posted at the computer.
- Explain that she/he needs to comply with the policy.

Second Violation

- Have the customer leave the computer.
- Explain that if she/he continues to violate the rules, computer privileges will be suspended for 30 days
- **Record the situation on a *Security Incident Report*.**

Third Violation

- Suspend computer privileges for 6 months
- Record the situation on a *Security Incident Report*.

Complaints about Internet Use

When a customer complains about the use of library computers or the Internet, the staff member should:

- Listen, empathize, and act immediately to attempt to resolve the complaint. The action may be to warn a computer user she/he is in violation of the Acceptable Use Policy. Show them the sign by the computer and remind them they agreed to it before gaining access to the Internet. Tell him/her to immediately restore the library's home page and/or remove any objectionable pages, bookmarks, etc.
- Explain that the Library has a policy set by the Library Board to govern Internet use and, if they are interested, provide them with a copy of the Internet Safety Policy. If necessary, provide the patron with the Internet Use Complaint Form and ask him/her to fill it out. Explain that the purpose of the form is to ensure that the Branch Manager and/or Director understand precisely the nature of the complaint. Reassure the patron that the library will respond seriously and promptly to the complaint.
Inform your supervisor and branch manager by filing a Security Incident Report.

**ST. MARY'S COUNTY LIBRARY
INTERNET USE COMPLAINT FORM**

Library Branch: _____ Date: _____

We appreciate your concern. Please return this form to the Library. You will be contacted by the Branch Manager regarding this concern.

1. Please describe the incident regarding Internet use that has you concerned. Be specific.

2. When and where did the incident take place?

3. What do you think the library should do about this incident?

Signed: _____

Print Name: _____

Phone: Home _____ Work _____

Email: _____

Mailing address: _____

Staff initials and date: _____

LIBRARY CARD PROCEDURES

Residents of Homeless Shelters

To receive a library card, persons living in shelters within the state of Maryland may use two methods:

1. Bring a letter, on the shelter's letterhead, which states they are a resident of that shelter. Customer does not have to show any other form of ID. If you feel it is appropriate/necessary, you may see if the customer has a driver's license. IF they do add their driver's license address in "address 2" on the registration file in SIRSI, as a backup. This is not a requirement.
2. To avoid any sense of stigma and embarrassment on the part of the resident, the library staff may use the following method:
 - Residents or shelter personnel may come to the library to pickup card applications.
 - Residents must fill out their own applications. This can be done back at the shelter.
 - Residents or shelter personnel may return completed applications to the library. The application(s) must be accompanied with a piece of the shelter's letterhead which lists the names of the applicants.
 - Cards can be given to staff of the shelter to distribute to the residents or the residents may come to the library to pick them up.

Library Cards through Schools, Childcare Providers

Give applications to a responsible person at the school or childcare facility (teacher, librarian, principal, provider) with an explanation of his or her responsibilities:

- Give explanation of card use and responsibilities to children.
 - Give the form, with a letter, to the child to take home to be completed, including the signature of a parent or guardian.
 - Forward the applications to the library.
1. The library will create the new cards. The cards will be returned with a Library Information Packet for each child. In some cases, the children might visit the library on a fieldtrip, at which time the cards and information packet will be distributed.
 2. The cards that should be used are as follows: children younger than grade 3 should be issued the My First Library Card; older children should be issued the M-Power card. This can certainly be changed based upon the judgment of the staff or at the request of the teacher.

Library Cards and Deposit Collections for Schools and Child Care Providers

- The Library Card application is filled out in the name of the school, with the contact person's name noted, signed by an authorized representative of the school, and returned to the Library.
- A library card is issued in the name of the school. The school's representative receives the wallet-sized piece of the card, while the librarian retains the keychain piece to facilitate checkout, etc.

- Prior to each return/pickup date, the librarian selects the items to be included in the next deposit collection batch. (It is helpful for the librarian to keep lists of previous batches to avoid duplication)
- The librarian charges out the items on the school's card. Since the previous batch of items is still checked out on the card at this time, an override may be required of the maximum items allowed to be charged.
- The librarian uses the Renew User Charges wizard to renew the items *in the new batch only*, using the special due date function to give the 6-week loan period. (This renewal step adds a second circulation to the item records, for more accurate circulation statistics)
- Each book receives a deposit collection wrapper identifying it as being on loan to the school from the Library.
- The books are packed for pickup along with a printed list of items included.
- The school representative is alerted that the deposit collection is ready for exchange.
- The school representative returns the previous deposit collection and picks up the new batch. The previous batch is discharged and the wrappers removed.

LOST ITEMS

It shall be the policy of the St. Mary's County Library to accept as payment for lost or damaged item cash equal to the replacement value of the item as identified in the catalog record, or the identical item in new condition. A \$5.00 processing fee will be charged to the customer. No substitutes will be accepted.

Should a patron return an item that has been recorded "lost and paid," the policy of the St. Mary's County Library shall be to issue a refund upon presentation of the original receipt. All requests for refunds must occur within three (3) months of payment. The refund shall be the amount paid by the customer for the lost item, less a five dollar (\$5.00) handling charge. They will not be reimbursed for the processing fee.

Adopted: March 16, 1999

Amended January 20, 2003, June 20, 2011

Procedures

1. Have the patron present the original receipt showing payment for the lost item.
2. Collect the receipt. If the patron wants to keep a copy, have him/her make a photocopy.
3. Fill out the attached form. Staple the receipt to the form. If more than one item is listed, circle the one to be refunded.
4. Send the form to the Administrative Assistant's office to authorize payment.
5. Inform the patron that the refund will be mailed in 2-4 weeks and how much s/he should expect to receive (previous payment less five dollars). If the patron wants a copy, make one in the most expedient way.

Adopted 3/16/99

**ST. MARY'S COUNTY LIBRARY
LOST ITEM REIMBURSEMENT FORM**

Please issue a reimbursement check for the return of a lost and paid item to (Please print):

Name: _____

Mailing Address: _____

Amount to be reimbursed:

Amount paid by patron: \$ _____

Less handling fee: _____ - \$5.00

Check total: \$ _____

Initials: _____

Date: _____

MATERIALS RECONSIDERATION PROCEDURE

When a customer complains about the use of or inclusion in the collection of particular material, the staff member should:

- Thank the customer for sharing their views. Remind the customer the role of a library is to represent all views and to provide materials for all segments of our population.
- Inform the customer that the library has an official process to review recommendations by our customers. If the customer is interested in initiating that process, provide them with a copy of the Materials Selection Policy and the Materials Reconsideration Form. Inform the customer that the branch manager will consider their request and will reply to them, in writing.
- Before the end of the work day, inform your supervisor and/or branch manager of the situation.
- The branch manager will compose a letter for the Director to review. The letter will be mailed to the customer within 10 working days of receiving the complaint. The letter will inform the customer that he/she has the right to make an appeal in writing to the director.
- The director will reply within 10 working days. The letter will inform the customer that if they are not satisfied they have 10 working days to appeal in writing to the Board of Library Trustees.
- The Library Board will discuss it at their next Board meeting unless special guests are already on the agenda or urgent library business does not allow for additional agenda items. If the customer wishes to schedule an appearance before the Board he/she may include that request in the written appeal. The appearance will be scheduled as soon as possible at one of the regularly scheduled Library Board meetings. Statements must be limited to 10 minutes. The Board may then ask questions and conduct a discussion. Board meetings are public but spectators may not participate in the discussion, only the appellant.
- A written reply will be sent to the customer within 20 working days after the Board meeting.
- In the event that a Material Reconsideration Form is filed on an item that has been previously reviewed, the Library Director or Library Board may decline to reconsider the request and may reply with a copy of the previous finding attached to a cover letter explaining the circumstance.

The authority to make this decision is given to the Library Board in *Maryland's Annotated Code Title 23-405*: "...each board of library trustees may determine the policy of the library; and adopt reasonable rules, regulations, and bylaws for the use of the library and the conduct of its business.

Approved March 17, 2009

St. Mary's County Library
Materials Reconsideration Form

Branch Location _____ Date _____

We appreciate your concern. Please return this form to the Library for the re-evaluation of materials. You will be contacted by the Branch Manager regarding this concern.

1. Author: _____

2. Title: _____

____Format: _____

3. In what section of the library is the material located? ____ Adult ____ Children's ____ Young Adult

4. How was the material brought to your attention?

5. What is your objection to the material?

6. What, in your opinion, is the theme of the material? ____

7. Have you read or heard reviews of this material? If so, please name the source:

10. What do you feel might be the result of using this material?

11. For what age group would you recommend this material?

12. What would you like your library to do about this material?

Signed: _____

Print Name: _____

Phone number (home): _____ (work): _____

Mailing address: _____

Organization or group represented, if any: _____

Staff initials and date: _____

Meeting Room Procedures for Business Rentals

1. Businesses will reserve the meeting room via the Library's website.
2. There is a fee for businesses: One meeting room: \$25 per hour or portion thereof. Use of both meeting rooms A & B at the Lexington Park Library is considered two (2) meeting rooms.
3. There is no fee for non-profit organizations and government agencies.
4. The Events program will calculate the cost of the room based on the length of the meeting. This cost will appear on the screen.
5. The request will show as pending until payment is received. Once payment is received, the word "pending" will be removed from the reservation.
6. The Library's Administrative Assistant will monitor the payment of the fees:
 - Fees must be paid no later than 10 days after the initial request or 48 hours before the scheduled meeting, whichever comes first. If the fees are not received within this time frame, the booking will be cancelled by the library and the person who made the reservation will be notified. Branch Manager, Reference Manager and the Circulation Manager will be informed via email that the group cannot use the meeting room. If the group arrives to use the room, they should be told they cannot use the room since they did not submit the payment. If they offer to pay, and the meeting room is available, they will be allowed to use it.
 - Once a reservation is made the Library's Administrative Assistant will email the customer with the total cost of the rental and instructions on how and when to pay the fees.
 - Once payment is received the Library's Administrative Assistant will approve the meeting room use on the calendar.
 - If the business or individual cancels the use of the room less than 48 hours before the meeting, a \$25 administrative fee will be retained by the library. Additional fees will be returned. There will be no refund of the reservation fee for groups who cancel meetings without notifying the library.
 - Full refunds will be given if the library is closed or the meeting room becomes unavailable due to adverse weather, power failure, building renovations, etc. All refunds must be requested in writing by the person who made the reservation.

7. **Payment:** Checks should be made payable to St. Mary's County Library. Fees can be paid at any library branch, at the Administration Office in the Leonardtown Library, or mailed to:

Meeting Room Reservations
St. Mary's County Library
23250 Hollywood Road
Leonardtown, MD 20650

- If payment is received at the branch, use the Meeting Room key on cash register and deposit in "services." Notify the Administrative Assistant, via email, that the fee has been paid so she can remove the word "pending" from the entry.
- The customer will receive a receipt when payment is made or received.

MONEY HANDLING PROCEDURES

BRANCH PROCEDURES

I. Opening Procedures:

A staff person will be in charge of opening the library and setting up the cash register for business each day. That person will remove the cash drawer from a locked location and set up the opening cash drawer. Each branch will start with \$114.10 in their cash register drawer. This amount will consist of the following denominations:

- Twenties = \$40.00
- Tens = \$20.00
- Fives = \$25.00
- Ones = \$15.00
- Quarters = \$10.00
- Dimes = \$2.00
- Nickels = \$2.00
- Pennies = \$0.10

Any excess monies will be placed in a deposit bag for the branch manager. Staffs who open should also make sure that the change envelope is setup for the day.

II. Change Envelope

An envelope with \$65.00 consisting of the following breakdown:

- 2 tens
- 4 fives
- 10 ones
- 1 roll of quarters
- 1 roll of dimes

This envelope will be used for staff to make change during the day. It will always have \$65.00 inside and the amount should be checked twice a day by a supervisor. Whenever staff makes change from this envelope they will list the date, what type of change they took and what they placed in the envelope along with their initials.

III. Reconciling Cash Procedures

Each morning the branch manager or their designee will place the deposit bag, along with the cash register tape, Oops! Forms, etc in the branch safe until it can be reconciled. It must be reconciled before close of business that day.

Cash is reconciled using the Daily Cash Audit Form (see attached). Each Monday, a copy of the previous week's Daily Cash Audit Forms will be forwarded to the Director's Administrative Assistant.

IV. Overages & Shortages

Each day you will record any shortages or overages that occurred on a cash receipt form. You will be preparing two (2) cash receipts for each overage or shortage. They will be prepared as follows:

- A cash receipt will always be created for account 705-0000-101-02-04. It only has to state if the amount is an overage or a shortage.
- A cash receipt for SHORTAGES will be created for account 705-3207-450.45-99. This is an expense account.
- A cash receipt for OVERAGES will be created for account 705-3207-341.19-14. This is a revenue account.

Both receipts will be taped to an 8/12 x 11 piece of paper for that date.

You may send these sheets to the County Finance office at the same time you send your physical cash deposit paperwork.

Copies of everything sent to County Finance should also be sent to the Library's Administrative Assistant.

You no longer need to put plus or minus symbols on these receipts provided you record what they are on the form (shortage/overage).

V. Closing Procedures

Staff will place in locked location: entire cash register drawer, cash register key, change envelope, and cash register tape of that day's transactions,

Staff should count the change envelope to make sure that \$55.00 is in the envelope.

VI. Type of Acceptable Payments:

Patrons may pay for item with cash, personal checks or money orders. At present we do not accept credit or debit cards.

Personal checks MUST have the following information on them or be added by staff:

- Person's name and current address
- Driver's license number and state which issued license; i.e., MD, VA, etc.
- If person is making payment for another customer or their child, the name of the customer for whom the fines are being paid should be noted on the check; i.e., fines for Sally Smith

VII. Cash on Hand

Each Branch will keep \$150.00 cash on hand in the Book Sale Fund. This money will be used for any unexpected branch expenses. Receipts for such expenses will be kept with this money.

October 2009

ONLINE LIBRARY CARD PROCEDURES

Customers may register for a library card online through the www site. The procedures include instructions on this sheet plus two draft letters (email and US Mail versions) which are to be customized by staff before sending.

Webmaster sends registration form to Home Branch Circulation Manager.

Within 2 business days, staff at Home Branch will:

- Print emailed registration form.
- Verify the customer is not already in the system.
- Enter in all provided information.
- Make note in Notes field for any information not provided on registration form.
- Customize the customer's email Welcome Letter with the date and their library card # and PIN.
- When customer picks up their card, they must show documentation to verify their address. Give them the new card packet of information and WELCOME them!
- Hold card for 14 days after email is sent. Then mail it in a library #10 envelope with the following items: Welcome letter, customized with date, their library card # and PIN, and managers' names; hours flyer; database flyer.

August 2006

Online Message

Date:

Welcome to your St. Mary's County Library! It is great to have you as a library card holder. you are joining more than 68,000 of your neighbors who have become regular library users! We hope you will find your library experiences to be valuable and worthwhile, whether online or in person.

You are now a registered borrower and may begin using your library card online to request items, access our databases, and even download books.

Your new card number is: ***

Your PIN is:

*(You may change this at any time from Check Your Account on our website.)

Please pick up your library card at ____Library by _(14days)____. The staff will need to verify your address so please bring a document with your current address such as your MD Drivers License, MD Age of Majority card, utility bill, checkbook, etc. If you do not pick up your card by the above date, we will mail it to you.

We hope you will visit your library often and use your new card. You will find many services available in the library such as wireless high-speed access, the latest DVDs, interesting programs and knowledgeable and friendly staff ready to help you find what you need.

Enjoy your St. Mary's County Library...your perfect place to learn, discover, relax! If we can be of further assistance, please don't hesitate to contact us.

Sincerely,

Branch Manager's Name with email

Circulation Manager's Name with email



Date:

Welcome to your St. Mary's County Library! It is great to have you as a library card holder....you are joining more than 62,000 of your neighbors who have become regular library users! We hope you will find your library experiences to be valuable and worthwhile, whether online or in person.

As our email message to you stated, you are now a registered borrower and you may begin using your enclosed library card online to request items, access our databases, and even download books.

When you bring this card to the library, for the first time, the staff will need to verify your address. Please bring a document with your current address such as your MD Drivers License, MD Age of Majority card, utility bill, checkbook, etc.

Your new card number is:

Your PIN is:

(You may change this at any time from Check Your Account on the library's website: www.stmalib.org.)

Enclosed you will find some information about the library and some of the services provided. We hope you will visit your library often and use your new card. You will find many services available in the library such as wireless high-speed access, the latest DVDs, interesting programs and knowledgeable and friendly staff ready to help you find what you need.

Enjoy your St. Mary's County Library....your perfect place to learn, discover, relax! If we can be of further assistance, please don't hesitate to contact us.

Sincerely,

Branch Manager's Name with email
Circulation Manager's Name with email

Kathleen S. Reif, Director
23250 Hollywood Road
Leonardtown, MD 20650
301-475-2846 x1013
FAX: 301-884-4415
kreif@stmalib.org

Charlotte Hall Library
37600 New Market Road
Charlotte Hall, MD 20622
301-884-2211
FAX: 301-884-2113
[hall.manager@stmalib.org](mailto:h.all.manager@stmalib.org)

Leonardtown Library
23250 Hollywood Road
Leonardtown, MD 20650
301-475-2846
FAX: 301-884-4415
stma.manager@stmalib.org

Lexington Park Library
21677 FDR Blvd
Lexington Park, MD 20653
301-863-8188
FAX: 301-863-2550
lexl.manager@stmalib.org

PC (Computer) USE PROCEDURES

All St. Mary's County Library branches provide PCs (computer workstations) which provide free access to various productivity software products and the Internet.

Rules and Procedures which apply to their use include:

- Each customer is allowed up to 3 hours per day on a branch's PCs. If no customers are waiting in line, they may be allowed more time.
- Customers must be in good standing to use the computers; that is, owe fines less than \$10.
- If a customer is not in good standing with the library, but needs to use a computer, they are permitted to use the library's Express Computers one time for 15 minutes.
- If a customer wants to use a computer but does not have a library card, they are strongly encouraged to get a library card. If the customer is a visitor to the area, staff may reserve a computer for them using the customer's full name.

May 2009

St. Mary's County Library

23250 Hollywood Road
Leonardtown, Maryland 20650

Photography/Comment Release Form

I, (please print your name) _____, a legal adult 18 years of age or older, give St. Mary's County Library the absolute right and permission to use my or my child's or children's (listed below) photographed likeness/image and/or comments in its educational and/or promotional materials, and publicity efforts. I understand that the photograph(s)/comments may be used in a publication, print ad, direct-mail piece, electronic media (e.g. video, TV, Internet/www) or other forms of education or promotion. I release St. Mary's County Library, St. Mary's County, their offices, employees, agents, and designees from liability for any violation of personal or proprietary rights I may hold in connection with such use.

Signature _____

Address _____

City _____ State _____ Zip _____

Phone _____ Date _____

Print Name of Children in Photograph:

Witness Signature _____

Printed Name _____

Photograph Details:

Date taken _____ Location _____

Description _____

File name _____

PROCTORING EXAMS

The Library will proctor examinations for individuals, subject to the availability of staff and the following guidelines:

- Examinations must be scheduled in advance and must be taken during normal library hours.
- The Library will proctor written, faxed, emailed or on-line examinations.
- If the examination is written, it will be the student's responsibility to obtain the needed signatures and arrange for the examination to be delivered to a specific person (name of proctor) at the Library. The proctor will contact the student when the test has arrived.
- Before taking the examination, the student will be required to present a picture I.D. Students are expected to come prepared with the necessary or required supplies to take the examination.
- Proctors will not monitor a student continuously during an examination, but may check on the student periodically. The Library cannot guarantee a locked or secure place for the test, nor a quiet study room for taking the examination. Proctors will enforce any time limits that are placed on the examination, as well as other rules set forth in the examination materials. It is the student's responsibility to confirm that this proctoring policy meets the requirements of the educational institution giving the examination as proctors will not agree to conditions that cannot be met.
- At the conclusion of the written exam:
 - The proctor will place the examination in the self-addressed, stamped envelope provided by the educational institution.
 - The proctor will deposit the self-addressed, stamped envelope in the closest U.S. Postal Service Mail Box.
- If a signature confirmation is requested by the student:
 - A \$10.00 fee will be charged to cover the cost of this service.
 - The student will be provided with an envelope to address to himself for the signature confirmation receipt.
 - The proctor will take the examination to the closest Post Office, will complete the form for the signature confirmation service and will pay the fee for this service.
 - The proctor will mail the signature confirmation receipt to the student in the envelope addressed by the student.
- If the educational institution requires the examination be returned by UPS or FedEx:
 - The proctor will place the examination in the prepaid self-addressed envelope provided by the educational institution.
 - The proctor will deposit the envelope in the closest UPS or FedEx Drop Box.

- If the proctor cannot deliver the envelope to the closest UPS or FedEx Drop Box, she will call the designated company to arrange for the pickup of the envelope.
- The Library will not be responsible for any delayed examinations, nor for any completed examinations once they leave the Library's possession and have been mailed back to the educational institution. It is the student's responsibility to follow up and to ensure that the examination arrived at the educational institution.

Date: _____

Signature: _____

Signature indicates acceptance of the library's Examination Proctoring Policy.

March 2007

RETURNED CHECKS

- A notice that a customer's check was returned for insufficient funds is sent from County Finance Office is sent to Library's Administrative Assistant (AA).
- AA holds the notices for 40 days from the date fiancé dept. sent them to customer.
- After 40 days, the AA emails the finance office providing a list of customers and the amounts due to see if the county has collected them.
- Finance office emails the AA back with information on who has and has not paid.
- If customer has not made good on the check after 40 days then the account is suspended in Sirsi with a note with how much is due. Customer is to contact the County Finance Office (301-475-4200 x1245) about the outstanding balance.

ST. MARY'S COUNTY LIBRARY
Security Incident Report

- *Complete and post within 6 hours of incident or sooner. The place for this to be posted will be determined by the Branch Manager. The location should be in a very visible place where all staff will see it ASAP.*
- *INSTRUCTIONS: Complete this form, print one (1) copy for your branch's Security Incident Report Folder (location to be determined by Branch Manager), email it to your supervisor, branch manager and library director.*

Library Branch: _____

Date of Incident: _____ Time of Incident: _____

Patron's Name: _____

Description of Patron: _____

Staff Involved: _____

Description of Incident: _____

Previous Incidents? _____ How Many? _____ What? _____

Additional Information: _____

Action Taken by Staff: _____

Name of Staff filing this report: _____

2004

SOCIAL NETWORKING: FACEBOOK

All staff will be trained to use the library's Facebook account prior to monitoring and posting.

Login Instructions:

Go to www.facebook.com

Login to the Marys Saint Profile Page using the following:

Login email address: stmalib@yahoo.com

Password: stmal1b

Or

If you have been made an administrator of the St. Mary's County Library page, login with your personal account. To be made an administrator:

- Become a Fan of the page.
- Login to the Marys Saint page using the email address and password listed above.
- Click on Fans, find your name
- Click Make Admin
- You will get a confirmation email that you have been made an administrator of the page.

Using the Search box at the top right corner, search for St. Mary's County Library to find the Fan page. (Note: The Marys Saint page is our **Profile** page, not the **Fan** page. All postings and monitoring should be done on the **Fan** page.)

Monitoring:

The Fan page will be monitored by staff on a weekly rotation. During the week you are assigned, it will be your responsibility to monitor the site at least once a day.

When monitoring, please check all postings to make sure they do NOT contain any of the following:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Photos or other images that fall in any of the above categories

If a posting contains any of the above, it is your responsibility to remove it immediately. If you are uncertain or have a question concerning a posting, consult your branch manager or the publicity specialist. If you discover an inappropriate posting when it is not your assigned week, you are to delete it immediately.

Respond to customer's comments when appropriate. If help is needed in composing a reply, consult your branch manager or publicity specialist.

Posting:

Staff should post at least three or four times during the week that they are assigned but may post more if content warrants it. The postings should not be on the same day but spread out over the course of the week.

When posting, staff should be transparent, respectful and professional and realize they represent the library. Posts should be positive, timely, and can be about:

- Library events
- Products & services—new books
- Answers to questions
- Links to articles
- Questions to solicit feedback from fans
- Interesting occurrences at libraries—maybe a unique reference question
- Current events

An appropriate photo should be included as much as possible. (See FLickr for photo guidelines)

To Post:

- Click in the “What’s on your mind?” box. Type your posting (If you are using Internet Explorer, be careful of your spelling – there isn’t any spell check!).
- Attach a photo or link, when appropriate.
- Click Share.

Other Changes to the library’s Facebook page:

Any changes made to the Fan page other than posting comments and replying to customers’ comments, should be approved by the Publicity Specialist.

December 2009

SUNDAY SERVICE GUIDELINES

Who Works

All regular staff of the St. Mary's County Library, full-time and part-time, will be scheduled to work at Lexington Park Library on Sundays.

The exceptions are the Director, Administrative Assistant, Technology Services Coordinator, and WOW Outreach staff. Substitutes also are not scheduled on Sundays.

Supervision

Sunday Service Coordinator:

The Lexington Park Library Branch Manager will serve as Sunday Service Coordinator.

Duties will include:

- Creating and distributing a schedule for all service desks twice a year.
- Updating schedule as needed due to staff changes or switches
- Designating a person-in-charge each week
- Providing opening and closing procedures for the building
- Providing procedural instructions for services throughout the building
- Communicating with Sunday staff and Administrative Team regarding policies and procedures that affect Sunday Service

Branch Supervision Each Week:

Sunday Coordinator will designate a person-in-charge each week. This person can be:

- A Branch Manager
- A Department Supervisor
- A staff member who has in-charge responsibilities at his or her own branch

Schedules

Twice Yearly Service Desk Schedule:

- Schedule covering Jan thru June will be distributed to staff no later than Nov. 1.
- Schedule covering Jul thru Dec will be distributed to staff no later than May 1.
- New schedules and schedule updates, as well as a list of staff working Sundays, will be posted on the *ALL STAFF* shared drive, Sunday Service folder.
- Sunday Coordinator also will post new schedules on the Intranet.
- Sunday Coordinator may also post major revisions on the Intranet, but staff primarily should use the version on the *ALL STAFF* drive as it will be the most accurate.

Schedule Changes:

- Staff members who know in advance they cannot work a Sunday for which they are scheduled are responsible for finding their own replacement.
- Staff also may switch Sundays with a staff member who works the same service desk.
- All changes to the schedule should be reported to the Sunday Coordinator.

Important Note – The person in charge is denoted with an asterisk next to his or her name.

- If a person in charge needs to switch days, they must switch with another person eligible to be in charge.
- If a staff person not in charge needs to switch days, they cannot switch with a staff person in charge if the switch leaves any day without an eligible person-in-charge.

Timesheet Reporting:

- Full-time staff
 - Must be given a full day off within the pay period they work a Sunday
 - Must record 4 hours on a Payroll Adjustment Form in the correct pay period
- Part-time staff
 - Will earn extra hours during the pay period they work a Sunday. They will NOT earn a day off.
 - Must record 4 hours on a Staff Timesheet in the correct pay period.

Reporting to Work

- ***Full-time staff*** must report to the branch by 12:30 pm to prepare the desk/area to which they are assigned. (Remember, staff earn seven hours off for working 4.5 hours)
- ***Part-time staff*** must report no later than 12:45 pm to prepare the desk/area to which they are assigned, but can report only 4 hours on a timesheet.
- ***The Lexington Park Sunday-Only staff member and Public Technology Assistants*** must report at 12:30 and will be paid for 4.5 hours.

Calling Out Sick

Staff who cannot make it into work due to illness or other emergency should contact their Branch Manager by 9 am the Sunday they are scheduled to work.

The Branch Manager is responsible for finding a replacement. Changes in personnel should be emailed to the Sunday Service Coordinator.

If the Branch Manager cannot schedule a replacement or work the shift themselves, they should contact the Sunday Service Coordinator.

Reporting Building or Service Issues

Staff who observe a problem with the building or have a problem reported to them by a patron should pass the information along to the Lexington Park Sunday-Only staff person.

Patron comments or complaints related to service should be passed on to the Person-in-Charge. The PIC should then email the information to the Sunday Coordinator even if the situation was resolved.

Preparing the Branch – Minimum Expectations

Lexington Park Sunday-Only staff person:

- Prepare cash register and change box
- Process first bookdrop of the day
- Pull newspapers from bookdrop for Info staff person
- Turn on circ desk monitors, printers and self-check monitor
- Open building following Opening Procedures (see separate document)
- Handle calls to Building Services if needed.

Adult Information Desk staff person:

Tasks should be completed at the beginning and end of your shift.

- See Sunday Info Desk Procedures (see separate document) for details on preparing the Information Desk, public computers and Printer Station areas.
- Stock New Book displays
- Stock paper in printers and photocopier
- Pick up material left on tables or at PC stations and leave on black carts
- Discard trash left on tables or at PC stations
- Straighten furniture
- Turn on/off lights in Quiet Study Rooms
- Straighten media shelves (DVDs and audiobooks)
- If time permits:
 - Stock scrap paper and pencils
 - Straighten Book Sale shelf
 - Straighten low YA shelves facing adult audiobooks and the main walkway

Children Information Desk person:

Tasks should be completed at the beginning and end of your shift.

- Turn on/off public pc monitors
- Turn on/off the self-check machine monitor
- Turn on/off staff monitor
- Turn on/off light in glass display case
- Pick up material left on tables or at PC stations and leave on black cart
- Discard trash left on tables or at PC stations
- Straighten furniture

- Stock Staff Recommends display from stock of books in Children's Office
- Stock other front displays
- If time permits:
 - Fill in display books on Picture Book and Easy Reader shelves
 - Stock scrap paper and pencils

Person-in-Charge:

- Report via email any patron comments/complaints to Sunday Coordinator
- Handle security incidents and complete proper documentation; in conjunction with Security Associate if present
- Close building with Lexington Park Sunday-only staff person and/or Security Associate following Closing Procedures (see separate document)

SUSPENSION OF PRIVILEGES PROCEDURE

When it comes to the attention of a staff member that a customer is violating the *Rules and Regulations Governing Public Behavior in the Library*, the staff member will be responsible for dealing with the situation. Some situations will require that the offender leave the property immediately; i.e., foul and abusive language, drunken behavior, etc. This situation must be recorded in writing on the *Security Incident Report*. Other situations can be dealt with in the following manner:

1st violation:

1. Give the customer a copy of the applicable policy or rule.
2. Explain that s/he needs to comply with the policy.
3. Record the situation on a *Security Incident Report*.

2nd violation:

1. Notify a supervisor. With the supervisor, have the patron leave the area of the policy or rule violation. In some situations, this may result in the patron leaving the building for the remainder of the day.
2. Explain that if s/he continues or repeats the violation, suspension of computer or library privileges will result.
3. Explain that suspension from one facility of the SMCL system is in effect at all facilities in the system.
4. Explain the procedure for filing an appeal of a suspension of computer or library privileges.
5. Record the situation on a *Security Incident Report*.
6. Notify the Director.

3rd violation:

1. Notify a supervisor. With the supervisor,
2. Ask the customer for identification (name, address, telephone).
3. If the customer refuses to produce identification, write down a detailed description (age, height, weight, skin and hair color, identifying marks, etc.).
4. Call the police if necessary.
5. Record the situation on a *Security Incident Report*.
6. Notify the Director to begin formal suspension process.
7. Post identification and/or description of patron in staff area.
8. Send identification and/or description of patron to other branches.

VOLUNTEER GUIDELINES

- Volunteers will be given a copy of the Library's Volunteer Policies & Procedures Handbook and understand that they must abide by them.
- Volunteers will not receive reimbursement for expenses incurred while providing this service.

June 2006

WIRELESS LAPTOPS

Wireless Laptops may be “checked out” for use in library building only.

1. Verify patron has a valid St. Mary’s County public library card. Charlotte Hall Only – Customer must also submit a valid picture ID (Driver’s License) to be held at the desk while the laptop is in use. Children under 16 must have a parent or guardian check out the laptop for them.
2. Ask if customer has a signed wireless laptop agreement or check the notes field in their library card record.

Either:

3. Fill out a new wireless laptop agreement and file it in the Wireless Laptop Agreements notebook. Write last name, first name on top left of form. Write in patron’s library card number at the bottom.

Or:

4. look up wireless laptop agreement in notebook.
5. Verify patron’s address and phone number to be sure it hasn’t changed.
6. Ask if they need to buy a CD to save information for \$1 or use their own if needed. The computer has internet and Microsoft Works on it. It is NOT connected to a printer. To print, the patron should save the document to the CD as a Word 97 (or higher) file and take the CD to another computer to print the document.
7. Hand them an internet policy.
8. Go to the check out wizard in workflows. Scan the patron barcode. Click the Confirm address wizard (looks like a pencil and paper) to verify patron contact information. Update any changes. Click OK and then the Return to check out button
9. Click the Special due date wizard (that looks like a calendar). Click the square to the right of the special due date white box, click today’s date on the calendar and fill in the time 2 hours from now using 24 hour military clock. (Add 12 to PM times) The radio button should be marked for this check out only) Scan the laptop barcode from the outside top cover. Type in the password. Click Override button. Laptop use may be renewed if no one is waiting.
10. Select the Modify User wizard, Scan the Library Card, Extended Info tab, Note. Type “LUA” (for Laptop User Agreement) in the Note field of the patron. Close the window.
11. The laptop should not leave the building. The patron is responsible for paying for any damage they cause to the machine (or replacement for \$3000)
12. Turn on the laptop using the top middle round button.
13. Sign into the computer by clicking Wireless User. Password is “wireless”. (The laptop is not filtered.)

Returning the Laptop:

When the laptop returns, check it in immediately. If the laptop is turned in late, there is a \$5 per hour late fee that must be manually added by you, by going to Bill a User wizard (\$), Overdue, type in appropriate amount .(Ex. 5.00) Then click on the Pay later button.

1. Return ID to patron.
2. Check the internet search history. Remove any files left on the laptop and delete history, cookies and files from internet options. If you find any pornography on the laptop, please be sure to give out a copy of our internet policy to the patron and point out our rules about pornography or any other issues that need to be addressed.
3. Plug in the laptop to charge it up under the Reference desk.
4. One half hour before closing time, lock it up overnight in the designated reference cabinet. Plug it in to charge.

FYI-If you need to remove the LUA (Laptop User Agreement) in the Note field:

Go to Modify User wizard and scan card. Click Extended Info tab. Click in Note field. Click little Delete wizard (with asterisk) on the top right of window. Go to Privilege tab and type in the password twice. Pull up the record again to be sure the note is gone.

9/05

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St. Mary's County Library Adult Reference Training Checklist

Name:

Date of Review:

Skill	When Observed	Feel Confident	Comments
Circulation Skills			
Basic circulation training at SMRLA			
Circulation training by Circ Supervisor			
Processing PICK List			
General Info Desk skills			
Review Web Page and Intranet			
Placing Holds in Workflows & COSMOS			
Placing Holds in MARINA			
Placing items on Hold for immediate pickup			
Special Interlibrary Loan requests/procedures			
Patron Request to Purchase item			
Procedures for accepting donations			
Book sale procedures			

Skill	When Observed	Feel Confident	Comments
Procedures for proctoring exams			
Displays			
LATI Requirements			
Encouraged to Participate in team meetings			
Friends of the Library			
Suggestion Box location			
Reference Buddy Assigned			
Telephone etiquette			
Desk Schedules			
Patrons handout location - bus schedules, education info, maps, calendars of events			
Monitoring Ask-Us-Now service			
Reference Interview Skills			
Patron interaction - smile, eye contact, greeting, body language, tone of voice			
Reference interview - probing, verifying, follow-up			
Not giving advice			

Skill	When Observed	Feel Confident	Comments
Dealing with multiple patrons at one time			
Pro-active Service and Roving skills			
Reader's Advisory transactions - interview techniques, resources			
Information Sources			
Tips for searching COSMOS			
Internet Searching - evaluating reliability			
Online Databases - in-house training + attendance at SMRLA training encouraged			
Sailor home page and databases			
Pratt referrals and Night Owl			
Special training on health, business, legal resources - in-house, SMRLA or Pratt			
Read newspaper on regular basis - local and national news			
Southern Maryland Access			
Community Information Database			
Maryland Share Database			

Skill	When Observed	Feel Confident	Comments
Collection Skills			
Adult collections - locations and arrangements			
Reference collection - cataloged and uncataloged			
Ready Reference - rolodex, pamphlet file, car books, consumer mags, online favorites			
Magazine and newspaper collection			
Special collections in branch or county: microfilm, genealogy			
Downloadables - what is available, how to use			
Commonly requested topics			
Collection Development - review tools, standing orders, ordering free materials			
Collection maintenance - inventory			
Collection maintenance - weeding; guidelines, how to create lists, how to withdraw material			
New book processing - SMRLA, in-house spine labels, security strips			
Shelf reading responsibilities			
New book ordering - if applicable			
Budgeting and Acquisitions - if applicable			

Skill	When Observed	Feel Confident	Comments
Placing personal book orders			
Special order procedures - if applicable			
Program Skills			
Using Evanced for scheduling in-house programs			
Assisting patrons with Meeting Room sign-up and online program registrations			
Library Tours			
Presenting computer training classes			
Planning/hosting other adult programs			
Security Procedures			
Unaccompanied Children			
Children left after hours			
Dealing with disruptive behavior			
Using Problem Log			
Completing Incident & Injury Reports			
Alarming and resetting Emergency Doors			

Skill	When Observed	Feel Confident	Comments
Evacuation Procedures			
Professional Knowledge			
Organizations			
Maryland Library Association - www.mdlib.org			
American Library Association - www.ala.org			
Websites			
St. Mary's County Intranet and Staff Blog www.stmastaff.org			
State Library Resource Center - www.slrc.info			
Maryland Dept of Education Division of Library Development & Services www.marylandpublicschools.org/msde/divisions/library			
Webjunction - www.webjunction.org			
University of MD College of Information Studies http://ischool.umd.edu/			
Retail bookseller sites such as Amazon.com, Barnes and Noble, and Borders to aid in Readers Advisory and collection development.			
Publications			
Book Page			
Journals received by branch such as Public Libraries, American Libraries, Library Journal, Library Hotline. Many journals have websites as well.			

Skill	When Observed	Feel Confident	Comments
Review Tools received by branch such as Publisher's Weekly, Booklist, Library Journal, School Library Journal. Many publications have websites as well.			
After 6 - 12 Months			
Librarian-In-Charge			
Encouraged to represent the library at local events or meetings			
Encouraged to participate on boards or committees of local organizations			
Children's Cross Reference Training			
<i>Collection</i>			
Detailed orientation to Children's collection by a children's librarian - special labeling, reference and ready reference, parenting centers, side-by-side collection, etc			
Reference Skills			
Techniques for working with children - give friendly greeting, be at eye level, teach as you work with them, ask them to help you find item, try to alleviate shyness, talk to adult if don't understand, use easy language.			
Children's forms and reading list locations, parent/educator handouts			
Homework questions - copy assignment if helpful, homework excuse form			
Reader's Advisory sources for children			

Skill	When Observed	Feel Confident	Comments
Behavior management of children - discuss library policies, laws related to unattended children			
Staff the Children's Desk for 1 day or 2 half days			
<i>Program Information Skills</i>			
Age appropriate programming - differences in baby, toddler, preschool and school age events			
Online registration for programs			
Location of frequently requested programming materials			
Observe a storytime			
Location & contents of storytime kits			

St. Mary's County Library Children's Training Checklist

Name: _____

Date of Review: _____

Skill	When Observed	Feel Confident	Comments
Collection Knowledge for Children's and Young Adult			
<i>Picture Book Collection- "E"</i>			
Accessing "E" books in the catalog			
Locating "E" books by spine-label colors			
Special topic/ genre stickers in "E" books			
Popular series/ characters in "E" books			
New "E" books & other special locations			
Shelf read "E" collection to learn what is there			
<i>Early-Reader collection</i>			
Accessing Early-Readers in the catalog			
Understand and explain Early-Reader levels			
Shelf read Early Reader collection to learn what is there			

Skill	When Observed	Feel Confident	Comments
<i>Juvenile Fiction Collection</i>			
Accessing JF books in the catalog			
Locating JF books			
Locating J Graphics			
Special topic/ genre stickers in JF books			
New JF & other special locations			
Shelf read JF collection to learn what is there			
<i>Juvenile Series Fiction</i>			
Accessing JF Series books in the catalog			
Locating JF Series books			
Shelf read the JF Series section to learn what is there			
<i>Juvenile Non-Fiction</i>			
Accessing Juvenile Nonfiction in the catalog			
Dewey-Decimal system/ locating nonfiction by call number			
New Non-Fiction books & other special locations			
Commonly requested topics- location by browsing			

Skill	When Observed	Feel Confident	Comments
Accessing & Locating Juvenile Biographies			
Shelf read the Juvenile Non-Fiction section to learn what is there			
<i>Additional Children's Collections & Formats</i>			
<i>Accessing & Locating Read-Along Kits</i>			
WoW! Bags (look up, locate, check contents, related documents and procedures)			
Shelf read Read-Along Kits to learn what is there			
Accessing & Locating Juvenile Audio Books in CD & digiplayer formats			
Accessing & Locating board books			
Children's Music			
Children's Computer CD-ROMS			
Children's Magazines			
<i>Young Adult Collections</i>			
Accessing & Locating Young Adult Fiction			
Accessing & Locating YA Graphics			
Special topic/genre stickers in YA F books			

Skill	When Observed	Feel Confident	Comments
Accessing & Locating Young Adult Non-Fiction			
Accessing & Locating Young-Adult Audio Books			
Young Adult Magazines			
New YA books & other special locations			
<i>Branch-Specific Special Collections & Locations:</i>			
<i>General Skills & Information</i>			
Review desk schedule(s) for employee			
Travel for library Business			
Supply purchases & reimbursement procedures			
Cash register & money handling procedures			
placing staff book orders			
Events & Meeting Room procedures			
Regular duties assigned			

Skill	When Observed	Feel Confident	Comments
Opening & Closing Procedures			
Attend basic circulation class			
Circulation training by circulation supervisor or experienced staff			
Patron Interaction- smile, greeting, body language, tone of voice. Interaction with children & parents.			
Security procedures- unaccompanied children, children after hours, unruly children & teens			
Procedures for accepting donations			
Encouraged to read widely in children's and YA collections			
Encouraged to participate in Team meetings			
Encouraged to represent the library at local events or meetings, especially pertaining to children, teens, or families.			
Encouraged to participate on boards or committees of local organizations, especially pertaining to children & families			
Librarian-in-Charge training if appropriate (6 months)			

Skill	When Observed	Feel Confident	Comments
Reference Skills, Resources & Reader's Advisory			
Telephone etiquette- how to answer the phone			
Reference interview practice- probing, verifying, follow-up.			
Reference techniques with children- friendly greeting, eye level, teaching, ask them to help find an item, shyness-talk to adult if you can't understand, child-friendly language, presenting a "menu" of choices, etc.			
Not giving advice (general, legal, medical, parenting)			
Proactive Service and Roving Skills			
Children's Ready Reference- ref. desk books & files paper & electronic			
Patron handout locations- program schedules, parent pamphlets, etc. Location of master copies.			
Homework & science fair resources			
Homework questions-copy assignment if helpful, homework excuse form			
Reserving books with hold			
Procedures for holding items for patron pickup			

Skill	When Observed	Feel Confident	Comments
Patron requests to purchase an item			
Suggestions for handling multiple requests at one time			
Events system Program registrations			
Suggestion box location			
<i>Readers' Advisory</i>			
Paper & electronic Readers' Advisory materials-reading lists, bibliographies, quickpicks, & others.			
Genre stickers			
Readers' advisory interview & "Jacket-Talking" practice			
Introduction to Novelist			
Introduction to Children's Literature Comprehensive Database (CLCD)			
Determining reading level- look up on NoveList or CLCD, examine the text			
Displays & bulletin boards			

Skill	When Observed	Feel Confident	Comments
Collection Development			
special ordering procedures/ purchase orders			
request specific titles to purchaser			
New book processing: in-house, SMRLA, item tracking slips, special spine labels, security strips, etc.			
Budgeting procedures			
Shelf reading duties			
Weeding- guidelines: repair, replace, or remove			
Withdrawing items			
Checking donations to system/ shelf			
Technical Skills			
<i>General Skills & Information</i>			
Staff email account setup & use			
Interlibrary Loan and Marina procedures & special requests			
Book order procedures (if apply)			

Skill	When Observed	Feel Confident	Comments
Additional software training- graphics, desktop publishing, etc.			
Microsoft Office training if needed			
<i>Computer Management & Maintenance</i>			
Computer startup procedures			
Passwords and user settings			
One Domain & shared network drives			
Closing procedures			
Computer troubleshooting procedures			
Running/ troubleshooting CD-ROMS on toddler computer			
PC reservation system			
Filtering software procedures			
IT trouble tickets			

Skill	When Observed	Feel Confident	Comments
<i>Online/ Electronic Resources</i>			
Kids' Connection webpage & important sites.			
Internet Searching-including favorites			
Children's Literature Comprehensive Database			
Databases - Emphasize those used for J reference			
Complete "Database Challenge" Exercise			
Take " Learn How to Learn Online" course			
Community Information Database			
Downloadables			
Tumblebooks			
Ask Us Now			
Brainfuse/HelpNow			
Pathfinder Wiki			

Skill	When Observed	Feel Confident	Comments
Children's Book Blog			
Teen Blog			
Staff Blog/Intranet			
<i>Branch-specific technology & equipment:</i>			
Children's Programming			
<i>General Skills</i>			
6 Skills for Reading Readiness			
Familiar with Maryland Model for School Readiness & Birth-to-Five Information			
Overview of storytime programs offered & their age groups, differences			
Rules & guidelines for storytime			
Familiarize with storytime collection & materials			
Instruction & practice in storytime presentation skills (see separate list(s))			
Attend storytelling/storytime training provided by Children's Coordinator			
Procedures & resources for storytime & special program planning/development			

Skill	When Observed	Feel Confident	Comments
Scheduling- calendars, meeting room reservations, procedures			
Recording/reporting program statistics			
Children's group/school tours			
Special programs throughout the calendar year			
Visit other branches to tour branch, observe storytime, & familiarize w/ storytime materials			
Observe baby storytime			
Assist with baby storytime			
Lead baby storytime			
Observe toddler storytime			
Assist with toddler storytime			
Lead toddler storytime			
Observe preschool storytime			

Skill	When Observed	Feel Confident	Comments
Assist with preschool storytime			
Lead preschool storytime			
<i>Story Time</i>			
Holds and handles book naturally, fully open and facing out so that listeners can see it; points out and/or interacts with illustrations; pauses before page turns to hold up the book and give every child a change to look.			
Uses good projection and diction, but not a singsong or "teacher-y" tone. Reads fluently and with expression. Sound effects voiced. Differentiates between narration and dialog, give "life" to characters.			
Encourages participation and interaction by having children provide sound effects, asking questions, or similar -- but keeps control so as not to lose thread of story.			
Handles interruptions appropriately - ignores minor outbursts, gently redirects wanderers, etc.			
Is aware of children's attentiveness (or restlessness), and adapts or regroups as needed. May shorten by paraphrasing or skipping ahead, change reading strategy, etc. to regain momentum.			

Skill	When Observed	Feel Confident	Comments
Seems prepared -- is familiar and comfortable with texts and materials, has them ready at hand, knows the sequence of the program, and keeps fumbling and long pauses to a minimum so children's attention won't wander.			
Adequately explains & demonstrates song motions, games and other activities.			
<i>Summer Reading Programs</i>			
Summer Reading volunteers- rules, training, schedules, etc.			
Summer Reading Clubs- nature of programs, setup, rules, & procedures			
Summer Performers- schedule, location, setup, crowd control, & breakdown			
Adult Cross Reference Training			
<i>Reference Resources:</i>			
In-depth tour of adult collections, conducted by reference librarian			
Ready Reference -rolodex, Ref Desk books, inquiry files			
Review uncataloged ref-phone books, schools, local gov't, Pax River, tax info., colleges, etc.			
Patron handout locations-bus sched, MVA, maps, etc.			

Skill	When Observed	Feel Confident	Comments
Local materials-pamphlet files, local history, documents for review			
Reader's Advisory materials-bibliographies and Novelist			
Magazine and newspaper collections			
Special Collections in Branch and County- Genealogy, microfilm, etc.			
<i>Skills & Procedures:</i>			
Reference interview practice-probing, verifying, DTCAYQ, follow-up			
Not giving advice (general, legal, medical)			
Procedures for holding items for patron pickup			
Reserving books and locating them			
Program registrations			
Made aware of individual computer training for patrons			
Specialized equipment at branch-microfilm, etc.			
Other branch-specific skills & info:			

Teen Programs

Skill	When Observed	Feel Confident	Comments
TAG - Explain & Promote			
Contribute/update Teen Blog			
Attend & observe TAG meeting			
Familiar with annual schedule of teen programs			
Familiar with game systems, other equipment/supplies for teen programs			

Professional Development

Association of Library Services to Children (ALSC) http://www.ala.org/ala/mgrps/divs/alsc/index.cfm			
American Library Association (ALA) www.ala.org			
Maryland Library Association (MLA) www.mdlib.org			
Public Library Association (PLA) www.pla.org			
International Reading Association www.reading.org			
Professional Journals: <i>American Libraries</i> , <i>Public Libraries</i> , <i>School Library Journal</i> , <i>The Reading Teacher</i> , <i>VOYA</i>			
Reader's Advisory List on share drive			

St. Mary's County Library Circulation Checklist

Name: _____

Date of review: _____

Hire date: _____

Skills	Satisfactory	Needs Improvement	Does not apply
Sirsi Circulation System			
Checkout item			
Override			
Change loan period			
Discharge/Check in item			
Renew user charges			
Renew single item			
Bill a user			
Pay bill			
Forgive/Cancel bill			
New user registration			
Modify user record			
Creating/modifying user holds			
Item search and display			
Check item status			
User claims returned			
Mark item used			
Ephemeral charge			
Receive items in transit			
Display/print pick list			
Lost item			
Equipment			
Telephone			
Answering			
Hold			
Intercom			
Transfer			
Multiple lines			
Charge for public use			

Photocopier/Fax			
Skills	Satisfactory	Needs Improvement	Does not apply
Override key			
Refill paper trays			
Enlarge/reduce			
Replace dry ink cartridge			
Jams			
Send a fax			
COSMOS (web catalog)			
Search for title			
Search for author			
Search for subject			
Search for words or phrase			
Search for series			
Search for periodical title			
Using a PIN to place a request			
View account information			
Online databases			
Marina			

St. Mary's County Library Customer Service Checklist

Introduction:

The customer is our top priority. It is the staff's responsibility to make every resident of St. Mary's County feel that the Library is their "community place." This checklist of behaviors is intended to ensure that our customers receive services which are:

- * Convenient
- * Responsive to their needs and interests
- * Current in topics and resources offered
- * Friendly
- * Proactive: staff approaches customer rather than wait to be asked
- * Respectful of the diversity of our community
- * Instructive
- * Reliable
- * Consistent
- * Valued: staff makes the customer feel important

Staff must remember that procedures are meant to expand the reach of library services; they are not meant to penalize. At any time, if a library staff member finds she/he is saying "No" to a customer, the staff member should reflect on why and question the necessity of denying the customer's request.

The Library's *Personnel Manual* (page 11) identifies 7 personal service qualities that are expected of staff at all times:

- * Friendly, welcoming, approachable
- * Showing a positive attitude
- * Respectful
- * Willing to listen/a good listener
- * Empathetic
- * Responsible
- * Proactive

Thank you for being the Library's Best Ambassador!

Name: _____

Date of Review: _____

Hire Date: _____

Skill	When Observed	Feel Confident	Comments
Customer Service Skills			
Greets customers and staff in a friendly manner			
Smiles and gives friendly verbal greeting such as " May I help you"			

Skill	When Observed	Feel Confident	Comments
Transmits a positive and professional attitude-appearance, body language, sound of voice.			
Is pleasant and courteous when conversing with customers: face to face, over the phone or through e-mail.			
Courteously acknowledges customers as they approach the desk/establishes a queue of customers who are waiting both in person and on the phone			
Efficiently helps customers with their transactions			
Converses in an appropriate manner; that is, does not conduct lengthy personal conversations with customers or staff when working the public desk.			
Anticipates the needs of the customers and staff; that is, the need to be understood, feel welcome, feel important and feel comfortable.			
Pro-active Service and Roving skills			
Listens to the customer.			
Remains pleasant and calm when customers are upset, angry or hostile.			
Promotes/Sells the library to the customer and uses the Talking Points created by the Library administration.			
Graciously receives and handles any complaints or problems.			
Consistently and correctly follows SMCL policies, procedures and guidelines.			

Skill	When Observed	Feel Confident	Comments
Promptly refers customer to appropriate supervisor or department if needed			
Communication Skills			
Is able to express ideas clearly, concisely and effectively both orally and in writing.			
Is an active listener			
Shares work related information with staff.			
Writes effective emails.			
Asks questions.			
Asks for clarification when needed.			
Reads memos, email, and bulletin boards in a timely manner.			
Responds to staff and customer requests in a timely manner.			
Initiative			
Willingly makes contributions with little direction.			
Voluntarily starts projects.			
Attempts non-routine jobs and tasks when appropriate.			

Skill	When Observed	Feel Confident	Comments
Has energy, enthusiasm and ingenuity.			
Exercises judgment and independent actions within limits of authority.			
Self starting and proactive.			
Dependability			
Is flexible. Accepts bad news and harried schedules calmly.			
Follows through on assignments and instructions in a reliable, trustworthy and timely manner.			
Arrives at work on time.			
Adheres to work/desk schedules.			
Is able to work under pressure and learn from previous mistakes.			
Is able to prioritize work and timely implementation of workable solutions to problems.			
Is able to think logically and practically before making decisions.			
Is able to handle confidential information.			
Does what s/he says s/he is going to do, when s/he says s/he is going to do it and does it right the first time.			

Skill	When Observed	Feel Confident	Comments
Cooperation and Team Work			
Maintains a clean and orderly work area.			
Is willing to participate in and contribute to library teams.			
Contributes ideas, time and energy to the branch, team and/or system.			
Has a positive attitude and cooperates as a team player.			
Communicates with co-workers and supervisors/department heads about team activities.			
Respects abilities and differences of fellow staff and team members.			
Is able to work with others in an assertive and effective manner.			

St Mary's County Library Public Technology Assistant Technical Training Checklist

Name: _____

Date of Review: _____

Skill	When Observed	Feel Confident	Comments
Basic Equipment Training			
Overview of Computers			
Familiarized with Systems Closet & Equipment			
Photocopier/Fax/Microfilm Reader			
Familiarize with all the different printers			
Self Checkout Machines			
Using scanners			
PC Reservation Equipment			
AV Equipment Overview			
Telephone System Equipment			
Setup and take down of Laptop Lab - if applicable			
Procedures & Skills			
Basic Circulation (Workflows) skills			
Wireless Procedures			
Microsoft Office Training - if needed			
Using Email			
Opening Procedures			
Closing Procedures			
PC Reservation system			
Filtering Software Procedures			
Presenting computer training classes			
Troubleshooting & Maintenance			
Installs and configures software operating systems and applications.			

Skill	When Observed	Feel Confident	Comments
Coordinates and documents information systems repairs			
Demonstrate the ability to open and close tickets with local trouble ticket software			
Prepares and processes information systems requirements to support Library needs			
Runs system diagnostics and determines cause of hardware and software failures.			
Reports security incidents and formulates and applies corrective security procedures.			
Runs system diagnostics and determines cause of hardware and software failures.			
Demonstrate the ability to operate and trouble shoot software used to control printing from Public PCs			
Demonstrate the ability to operate and trouble shoot software to reserve Public PCs and			
Prepare and deploy all new IT equipment (PCs, Printers, scanners, etc...)			
Perform duties on local Computer Maintenance Checklist			
Computer Network Knowledge			
Knowledgeable of Active Directory			
Knowledgeable of Dynamic Host configuration Protocol (DHCP)			
Knowledgeable of Domain Naming Service (DNS)			
Create Network User accounts			
Add and delete PCs from network & update inventory			
Change network Password			
Knowledgeable of Proxy servers and their use			
Knowledgeable of Firewalls and their use			

Skill	When Observed	Feel Confident	Comments
General Skills			
Review webpage and Intranet			
Telephone etiquette			
Patron interaction - smile, eye contact, greeting, body language, tone of voice			
Reference interview - probing, verifying, follow-up			
Dealing with multiple patrons at one time			
Skill	When Observed	Feel Confident	Comments
Roving Reference skills			
Assisting customers with Meeting Room sign-up and online program registrations			
Tips for searching COSMOS			
Internet searching - evaluating reliability			
Online Databases			
Security Procedures			
Unaccompanied Children			
Children left after hours			
Dealing with disruptive behavior			
Using Problem Log			
Completing Incident & Injury Reports			
Alarming and resetting Emergency Doors			
Evacuation Procedures			

St. Mary's County Library Continuing Education Checklist

Name:	Date Completed:
Continuing Education Classes	
Where to look - SMRLA, MLA, Webinars etc....	
How to register	
Training Feedback Form which is available on the staff Intranet and the Staff Development Blog	
Keeping Track of Contact Hours (forms available on Staff Development Blog)	
Keep file of certificates received at training	
If certificate is not received, complete an Official Record of Earned Continuing Education Activity	
Add training information to the Full Record of Continuing Education Activities	
Before your Performance Appraisal, gather all documentation (certificates or Official Records) and the Full Record to be put in your Personnel File	
LATI (Library Associate Staff Only)	
Staff Development Coordinator registers newly hired LA for LATI	
LA attends LATI	
Copy of LATI Certificate sent to Administrative Assistant	
Read the Library Associate Education and Training Requirements Guide which is available on the Staff Development Blog	

Librarian Certification - First Time Application (MLS staff & Director Only)	
If you are applying for Certification for the first time, follow the directions on the MSDE PowerPoint Presentation which is available on the Staff Development Blog	
Read the MLS Librarian and Director Certification Guide which is available on the Staff Development Blog	
Librarian Certification - Renewal (MLS staff & Director Only)	
Make sure you have completed 90 contact hours of training within the past 5 years	
Four months before your certificate expires send to the Staff Development Coordinator a copy of your original certificate and the Full Record of Continuing Education Activities to be signed.	
Staff Development Coordinator will write a letter	
Access your account online (all new certificates are issued online only) at: http://marylandpublicschools.org/MSDE/divisions/certification/certification_branch/	
Pay \$10 for new certificate online or by money order, certified check, cashier's check or Library check	
Send paperwork to: Maryland State Department of Education, ATTN: Certification Branch, 200 West Baltimore Street, Baltimore, MD 21201-2595	

St. Mary's County Library

Core Technology Competencies Check List

Introduction:

Rather than list the skills necessary for specific software and programs, we have listed basic skill sets that can be applied in a number of different situations. This list of technical competencies can be modified to best meet the needs of your library and staff.

We have indentified eight core areas of technology competencies:

Basic Computer Use

Windows Basics

Web Browser Skills

Email Skills

Word Processing Skills

Internet and World Wide Web Skills

Library website and Online Catalog Basics

Web 2.0 Skills

BASIC COMPUTER SKILLS			
Skills	Yes	No	Applies To Job
Correctly start and shut down computers			
Correctly start and shut down printers			
Use a mouse			
Understand difference between logging onto a computer and logging into other applications			
Start an application: Office applications, ILS application			
Knowledge of adjusting PC volume			
Demonstrate loading ink and paper into printer			
Demonstrate selecting alternate printers on PC (Printers other than default)			
Clear paper jams			
Understand where to plug in portable devices (speakers, headsets, thumb drives, etc.) and know how to remove thumb drives			

Skills	Yes	No	Applies To Job
Empty recycle bin			
Save document to a CD and USB drive			
Understand how "Steady State" operates on public computers (Software that refreshes PC)			
Demonstrate capability to use PC Reservation software: Make reservation, cancel reservation, assist user with logging into reservation software			
Know how to use local print software: send print job to release station, release print job			
Demonstrates how to use the scanners.			
Demonstrates how to use the Self-Checkout Machines			
Connects to Wireless on Library Laptops and can help			
Basic Troubleshooting skills			
Basic Maintenance Skills			

Learning Resources:

<http://tech.tln.lib.mi.us/tutor/welcome.htm>

http://www.education-world.com/a_tech/techtorial/techtorial004pre.shtml

http://www.educationworld.com/a_tech/techtorial/tec

<http://www.stmalib.org/learn.html>

WINDOWS BASIC			
Skills	Yes	No	Applies To Job
Create folder			
Find, copy and move files			
Use Start button			
Understand taskbar and toolbar			
Minimize and maximize windows			
Explain "desktop"			
Understand "drives" on a PC			
Identify file types - .exe, .com, .txt, .doc, .html, etc.			
Find files using Search feature			
Understand Control Panel			
Change appearance, screen saver, sounds, fonts, etc			

Learning Resources:

http://www.educationworld.com/a_tech/techtorial/techtorial035pre.shtml

<http://windowshelp.microsoft.com/windows/en-US/usingwindowsxp.mspx>

WEB BROWSER SKILLS			
Skills	Yes	No	Applies To Job
Open browser			
Show /hide toolbars			
Navigate a browser (back, forward, stop, home, print)			
Know library URL			
Create bookmark/favorite			
Understand browser terms: link, URL, cache			
Identify the parts of a URL			
Name 2-3 browsers			
Search for text within a web page			
Know how to print a webpage			
Know how to copy and paste from internet to a word document			

Learning Resources:

http://www.educationworld.com/a_tech/techtorial/techtorial065pre.shtml

http://www.educationworld.com/a_tech/techtorial/techtorial002pre.shtml

EMAIL SKILLS			
Skills	Yes	No	Applies To Job
Send, reply, forward messages			
Understand difference between "Reply" and "Reply All"			
Delete messages and empty deleted items folder			
Insert/ add attachment			
Set-up folders			
Add to address book			
Create a distribution list			
Access webmail			
Understand what a virus is			
Understand the difference between using webmail and using an email client or program			
Name 2 - 3 email clients			
Open/save attachments			
Print documents			
Understands how to use the Outlook Calendar			

Learning Resources:

<http://www.microsoft.com/protect/computer/basics/virus.msp>

<http://www.learnthenet.com/ENGLISH/animate/email.html>

WORD PROCESSING SKILLS			
Skills	Yes	No	Applies To Job
Create, save, print document			
Change font and font size			
Cut and paste			
Format a document using bold, italicize, underline and center text			
Use spell check			
Use Help			
Identify the five basic components of Office Suite and understand what each application is used for:			
Word			
Familiar with Word templates			
Excel			
Access			
PowerPoint			
Publisher			

Learning Resources:

<http://office.microsoft.com/en-us/training/default.aspx>

<http://www.baycongroup.com/wlesson0.htm>

http://www.educationworld.com/a_tech/archives/techtutorials.shtml

(Look under the Office, Word, Excel and PowerPoint headings for specific tutorials)

<http://www.somd.lib.md.us:8014/training/Office/office.htm>

INTERNET AND WORLD WIDE WEB SKILLS			
Skills	Yes	No	Applies To Job
Delete history, cache and cookies			
Fill out an online form			
Change home page			
Add, delete and organize favorites list or bookmarks			
Use search engines			
Name 2-3 search engines			
Understand the difference between the Internet and the Web.			

Skills	Yes	No	Applies To Job
Understand the difference between a web page and a web site			
Recognize Adobe PDF Icon			

Learning Resources:

<http://www.learnthenet.com/english/html/12browser.htm>
http://www.webopedia.com/didyouknow/internet/2002/web_vs_internet.asp
<http://www.ctdlc.org/remediation/indexl>

LIBRARY WEBSITE and ONLINE CATALOG BASICS			
Skills	Yes	No	Applies To Job
Know library URL and access library website			
Familiar with library website (know where upcoming events, library hours, branch information are listed)			
Able to access library databases from library website			
Explain how to access library databases to customers (need library barcode number, etc.)			
Articulate library's internet policy to customers (basic understanding of filtering)			
Able to access and search online catalog by author, title, subject and keyword			
Able to determine location and availability of specific items in catalog			
Understand Chilifresh and how it can be used By customers and staff.			
Understand web feet and show customers how to use web Feet when doing searches			
Understand downloadables and show customer how to use them			
Able to use the Meeting Room software and show customers how to request a room.			
Able to use the Events software and show customer how to sign up for a program and see who is on the waiting list.			

Learning Resources

ProQuest, http://www.proquest.com/products_pq/training/
<http://www.prattlibrary.org/special/camtasia.aspx?id=1214>

WEB 2.0 SKILLS			
Skills	Yes	No	Applies To Job
Create a blog post			
Completing the Staff Development Form on the library's blog			
Opening/Saving/Filling in form templates			
Understand what "tagging" means and being able to tag in the library's blog.			
Understand what a "blog reader" is used for			
Understand what a "wiki" is used for			

Skills	Yes	No	Applies To Job
Name 2-3 useful library related blogs			
Knows how to login and manage social media accounts: Facebook, Myspace, Twitter etc...			
Advanced Maintenance - patron registration, event scheduling, entering statistics.			
Understands Instant Messaging and can use MSN Messenger if applicable.			

Learning Resources:

- <http://www.marylandlibrarieslearning2.blogspot.com/>
- <http://explorediscoverplay.blogspot.com/>
- <http://www.commoncraft.com/blogs>
- <http://www.commoncraft.com/video-wikis-plain-english>
- http://www.commoncraft.com/rss_plain_english
- http://www.educationworld.com/a_tech/techtorial/techtorial100pre.shtml
- http://www.educationworld.com/a_tech/techtorial/techtorial098pre.shtml
- http://www.educationworld.com/a_tech/techtorial/techtorial103pre.shtml
- http://www.educationworld.com/a_tech/techtorial/techtorial105pre.shtml