

MARGARET CARDER LIBRARY  
201 W. Lincoln  
Mangum, Oklahoma  
2018

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All sections of the policy revised: 5/25/2018

## I. Policy Overview

A copy of this policy may be shared with members of the public upon request. The policy is also posted on the Margaret Carder Library's official website.

### **Amendments**

The Margaret Carder Library with the support of its board of directors is authorized to amend or revise this policy as deemed necessary.

## A. Policy Statement

The purpose of the Margaret Carder Library is to obtain, organize, and make conveniently available to all people of the community and surrounding territory, books, periodicals, and other materials for their use in the pursuit of entertainment, education, and information. Providing a vital book collection, which has meaning for the public served, requires continuous attention. It means retaining the best of the old and selecting the best of the new. Obsolete titles must be withdrawn, worn books replaced if warranted, and materials to meet special needs must be obtained. These elements contribute to a lively and meaningful book collection.

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## B. Mission Statement

- The mission for Margaret Carder Library is to provide its patrons with both traditional library services and other options, which are largely based on applied technology.
  - To be responsive to the public library needs of the community.
  - To provide a welcoming atmosphere through a highly trained team of individuals committed to quality service.
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## C. Objectives

- To facilitate informal self-education of all people in the community.
  - To enrich and further develop the subject on which individuals are undertaking formal education.
  - To meet the information needs of all.
  - To support educational, civic, and cultural activities of groups and organizations.
  - To encourage enjoyable leisure reading.
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## II. Rules of Conduct

The Library is supported by the taxes of the people of Greer County who expect the facilities to be clean, comfortable and safe places for selecting materials, reading, researching, studying, writing, and attending programs and meetings. To this end, the library is responsible for establishing rules of conduct to protect the rights and safety of library patrons, volunteers, and staff, and for preserving and protecting the library's materials, equipment, facilities, and grounds. In addition, the library has a strong commitment to intellectual freedom and to freedom of access to information.

Enforcement of these rules will be conducted in a fair and reasonable manner. Library staff and/or Mangum Police Officers will intervene to stop prohibited activities and behaviors. Failure to comply with the library's established rules, regulations, and policies could result in removal from the premises and exclusion from the library for a period of one day to two years, or in arrest or prosecution. Violations could also result in the restriction and/or termination of library any or all library privileges.

The library and its grounds are to be utilized in a responsible manner. Activities that cause disturbance or may be harmful to the library, library grounds, or individuals shall not be allowed. For the comfort and safety of patrons, volunteers, and staff, and the protection of library property examples of conduct not allowed on library property include but are not limited to:

- Carrying firearms and dangerous weapons of any type (except by law enforcement officers as per 2014 Oklahoma Statutes Title 21. Crimes and Punishments, 21-1277. Unlawful carry in certain places. Universal Citation: 21 OK Stat 21-1277 (2014)
- Being under the influence of alcohol/illegal drugs, and selling, using, or possessing alcohol/illegal drugs.
- Offensive touching or obscene acts, such as sex acts and indecent exposure.
- Disturbing the peace of others through improper or violent conduct, by loud or unusual noise, by unseemly, obscene, insulting, offensive or abusive language, or by conducting oneself in a disorderly manner.
- Usage of profanity.
- Soliciting or conducting surveys not authorized by the library.
- Trespassing in nonpublic areas, being in the library without permission of an authorized library employee before or after library operating hours.
- Fighting or challenging to fight, running, pushing, shoving, or throwing things.
- Littering.
- Smoking, chewing, and other tobacco use in library facilities.
- Entering the library barefoot, without a shirt, or being otherwise attired so as to be disruptive to the library environment.
- Consuming food in public areas of the library other than meeting room and game room unless pre-approved by library administration.
- Using wheeled devices inside the library or on the library porch, including skateboarding, roller skating, bicycling, scooters, and shopping carts (excepting

wheelchairs, walkers, and strollers). Bicycles are not allowed in the library. Bicycle racks are provided outside.

- Lying down or sleeping on the library property.
- Blocking aisles, exits, or entrances with personal possessions or by sitting or lying down in them.
- Leaving unattended items in the library. Library staff will not be responsible for any personal items left in the library.
- Neglecting to provide proper supervision of children. Children age seven or under must be accompanied by a parent, guardian, or other responsible adult during the entire stay of the children at the library.
- Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized by the Librarian.

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#### A. [Sexually Explicit Policy](#)

Margaret Carder Library has placed all adult materials that contain sexually explicit subject matter in a special area of the library which is separated and apart from the children and young adult section of the library.

“Sexually explicit subject matter” means content that describes or depicts sexual conduct as defined in Section 1024.1 of Title 21 of the Oklahoma Statutes as specific and graphic detail so that a prurient interest in sex is promoted. Sexually explicit subject matter shall not mean content that merely mentions or references sexual conduct.

Proposed and Adopted April 19, 2007

Revised on April 26, 2011

#### B. [Cell Phones](#)

The Margaret Carder Library seeks to provide an environment conducive to study and research. So that ringing cell phones and phone conversations do not disturb that environment, library customers should observe the following:

Upon entering the library, cell phones ringer should be turned down or to “silent” or “vibrating” mode. When speaking on the cell phone, please keep your voice down.

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#### C. [Copyright Law](#)

Library users are responsible for compliance with copyright law.

U.S. copyright law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any

responsibility for the consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.

If the offense is serious or frequent, the Library will enforce its rules by asking the individual(s) to leave the library, by declaring that the individual(s) may not trespass on library property, or if there is an immediate threat, by calling the police or sheriff.

Revised: April 19, 2007

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## D. [CHILDREN IN THE LIBRARY](#)

### 1. [Child's Safety Policy](#)

#### **Child's Safety Policy**

The staff of the Margaret Carder Library understand the importance of a library in a child's life; therefore, the library welcomes library use by children hoping to develop a lifelong love of books, reading and libraries. The library is also concerned about their safety and welfare and desires to provide a safe and secure environment for customers of all ages.

The library is a public building with staff trained to serve the public and has many duties to perform in order to help all of our customers in the best way possible. As a result, the staff cannot monitor the location, safety, or behavior of your child. It is not the staff's responsibility to care for your child while your child is at the library.

The signature of a parent, a guardian, or a legal caregiver acknowledges full responsibility for library materials checked out to the child. It is the policy of the library not to act in loco parentis, in keeping with the principles of equal access to information and materials for all customers. Therefore, the library will not restrict any customer, including children from access to any type of class of materials or from any information in the library. If a parent, a guardian or a legal caregiver does not wish his/her child to have access to particular materials, the parent or guardian will need to discuss the restrictions with the child in the context of their parent-child relationship.

For the protection and well-being of the children who enjoy the public library, the Margaret Carder Library and its board of directors had adopted the following children's policy.

#### **Parents, Guardians, Caregiver's Responsibilities**

- Parents, guardians, or legal caregivers are responsible for the safety, behavior, and supervision of their children at all times while in the library and on the library's property.
- Parents, guardians, or legal caregivers are responsible for their children even when the parent is not present in the building.
- The library expects children left unattended to be mature enough to follow the library's rules on their own, to be able to take responsibility for their own safety, and to be able to leave the library without an adult.

- Parents, guardians, or legal caregivers should not view the library as an alternative to long or short-term child care.
  - Unlike a childcare facility, the library is not a closed environment. Staff cannot monitor everyone who enters or leaves, and all patrons are free to use any public area within the library.
  - Please remember this is a public building. For your child's safety, we expect parents, guardians, and legal caregivers to keep children under the age of 7 within sight and under supervision. You are responsible for the safety, behavior, and supervision of your child at all time.
  - There are no rollerblading, bicycles or skateboarding allowed on the east or south side of the porch. There is no running, jumping off the east or south side of the porch or stairs into the flower bed or sidewalk.
  - Parents are responsible for monitoring their child's activities on the computer.
  - Parents must make sure children's programs are appropriate for their children's ages before leaving them.
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## 2. [Children's Responsibilities](#)

- Use your inside voice and maintain inside behavior.
  - Walk.
  - Take hiding, jumping, and running games outside to the library lawn.
  - Be patient and wait your turn.
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## 3. [Procedures for Unacceptable Behavior of Children](#)

1. A staff member will advise the child to stop the disruptive behavior.
  2. If the disruptive behavior continues, a staff member will inform the parent, guardian, or legal caregiver of the library's Children's Safety Policy
  3. A staff member will advise the child and his/her parent, guardian, or legal caregiver of future incidents of disruptive behavior which may result in eviction from the library.
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## 4. [Guidelines for Unaccompanied Children](#)

Children under the age of 7 must be directly supervised by a parent, guardian, or legal caregiver except during children's programs.

Parents, guardians, or legal caregivers of children attending library programs are strongly encouraged remaining in the library. Due to unexpected circumstance, programs may end



before or after the posted time. Children attending programs can be supervised by library staff only during the program.

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#### 5. [Procedures for Unaccompanied Children](#)

A staff member will comfort unattended children who become frightened or who are crying.

Staff will follow these procedures:

- A staff member will try to locate the child's parent, guardian, or legal caregiver.
  - A staff member will stay with the child until the parent, guardian, or legal caregiver is located.
  - If no one is located, or if the library is closing, the staff member will notify the Mangum Police Department.
  - Unless the child is in danger or harming him or herself or others, the staff member will not touch or pick up the child.
  - Under no circumstances will a staff member take a child off of library property or transport a child to another location.
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#### 6. [Unaccompanied Children at Closing Time](#)

**Children must be picked up or authorized to walk home at closing time.**

Monday, Wednesday, Friday, 5:00 p.m. - Tuesday, Thursday, 6:00 p.m. - Saturday, noon.

##### **Staff Procedure**

- One half-hour prior to the library's closing; the staff will urge all children to call their parents. If parents cannot be located by closing time, the child will be placed in the care of the Mangum Police Department.
- If the parents have been contacted and are on their way, two staff members will remain with the child up to fifteen minutes after closing time. After fifteen minutes, the child will be placed in the care of the Mangum Police Department.
- If the child has been picked up by the Mangum Police Department, a staff member will post a note on the door advising the parent, guardian, or legal caregiver of the circumstances.
- The Margaret Carder Library reserves the right to take the appropriate action to ensure compliance with this policy. This policy is to be used in conjunction with the library's Rules of Conduct Policy.

Proposed and Adopted: April 16, 2015.

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### III. Library Services

#### A. Circulation Policy

Purpose:

The Margaret Carder Library Board will set policies on circulating items in order to ensure that adequate records are kept of circulation library materials to generate circulation statistics and to ensure fair and equal access to library materials for all patrons.

Circulation Policy, Revised: April 26, 2011, Revised: April 16, 2015

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#### 1. Confidentiality

Patron account information is kept confidential. Records of materials borrowed by a patron are protected from disclosure to anyone else, **except:**

- Persons acting within the scope of their duties in administration of the library.
  - Persons authorized to inspect such records, in writing, by the individual or group.
  - By order of a court of law.
- 

#### 2. Equality

The Margaret Carder Library adopts the standard of equal access in accordance with the American Library Association's **Library Bill of Rights**, which states in section V: "A person's right to use a library should not be denied or abridged because of origin, age, background or views." And the **ALA's Code of Ethics** which states in section I: "We provide the highest level of service to all library users through appropriate and useful organized resources: equitable service policies; equitable access; and accurate, unbiased, and courteous response to all request." **[See appendices for the full text of each document] A & B**

Proposed and Adopted: April 16, 2015

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#### 3. Cards

Library cards expire one year after creation date or renewal date.

Borrowers are responsible for updating their registration upon any change of address, name, stolen card, etc.

Borrowers assume responsibility for the materials checked out on this card number and borrowers will return all materials or pay for all damaged or lost items at full list price. If lost materials are later found and returned, no refund will be made unless the price the person paid for the lost materials is in excess of the accumulated fine.

Borrowers may be denied a service due to recurrent abuse of that service, for example, failing to pick up requested items and/or returning requested items late.

Due to Frequent loss, Margaret Carder Library no longer provides physical cards. Patrons will be looked up by name when checking out.

#### **Adult Application Requirements:**

- The applicant must be a resident of Greer County. For good cause, the library director may waive this requirement.
- Must be 18 years or older.
- Must show
  - 1) Driver's license or photo identification
  - 2) Any item showing name and current mailing address, such as: Utility bill, Rent Receipt, Recent postmarked letter
- Must fill out Library Card Application Form

#### **Juvenile Applications Requirements (17 years or younger):**

- **A child must be six years old before he can have his own card.**
- **Must fill out Library Card Application Form (form may be filled out by parent)**
- Unless married or legally emancipated, a parent/guardian/legal caregiver who has a library card must be present with the child at the time of application. (Parents and children may sign-up for library cards together.
- The Library requires parents, a guardian, or a legal caregiver to acknowledge responsibility for the library cards held by minors (unmarried children under the age of 18 as defined by Oklahoma Statue). A parent, a guardian, or a legal caregiver may withdraw their child's privileges at any time.

Revised on April 16, 2015

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#### **4. Checking Out Items**

- You must tell the checkout staff your name each time you check out library materials.
- Patrons are limited to checking out 5 books or audiobooks at a time and 2 DVDs at a time. The library director may make exceptions for patrons who have a long standing good record of taking care of and returning books.
- Books and audio books are checked out for two weeks.
- Books and audiobook can be rechecked no more than 2 times consecutively, and then they must be returned for other patrons use.

- **There will be a two (2) day grace period for fines on overdue books or audio books and a one (1) day grace period for fines on DVDs.**
  - DVDs check out for two days with one renewal.
  - All materials will circulate except reference materials. The decision for the period of circulation on frequently requested materials and which books will be used for in-library use only will be determined by the administrative librarian.
  - You are responsible for all items checked out on your card.
  - Your first library card is free; replacements are \$1.00 each if cards are issued.
  - Fines of five cents per item per day will be charged for overdue materials. No items may be checked out by persons with overdue library materials and / or outstanding fines.
  - DVD fines of fifty cent (\$0.50) per day will be charged for any overdue DVDs. The maximum fine charge will be the cost of the DVD.
  - A patron will be responsible for all items checked out on his/her card.
  - Interlibrary Loan periods vary. Most items are loaned for three weeks.
  - Renewals are done only if there are no requests for the item.
- 

#### 5. [Returning Items](#)

- It is each borrower's responsibility to be aware of when items are due back at the library. Borrowers should ask library staff if uncertain of the due date. Failure to receive an overdue reminder does not exempt borrowers from this responsibility or overdue fines.
  - Borrowers are liable for the repair or replacement cost of any item that is damaged (excepting normal "wear and tear"), lost, or stolen while in their possession. It is the borrower's responsibility to report to the library staff any damage that occurred after checkout, or that was there before checkout.
  - Borrowers may be denied library service for outstanding fines on lost, damaged or overdue items.
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#### 6. [Overdue Notices](#)

As a courtesy to the patrons, the Margaret Carder Library will notify cardholders regarding the overdue status of library materials in their care as well as overdue fines and/or replacement charge pending as a result of their library usage.

The overdue notice schedule is as follows:

1. First Notice (30 days overdue): Notice informing patrons of their overdue items.
2. Second Notice (60 days overdue): Notice with an estimated cost of overdue items.
3. Bill Notice (90 days overdue): Notice that includes a copy of the library theft law and estimated cost of overdue items.
  - Reminders are sent out to the patrons who have an email address when a book is overdue.

- Email: First Notice ( 1 day overdue): Notice informing patrons of their overdue items.
  - Email: Second Notice (2<sup>nd</sup> day overdue): Notice informing patrons of their overdue items.
  - Email: Third Notice (3<sup>rd</sup> day overdue): Notice informing patrons of their overdue items.
4. Borrowers that provide a mobile phone number and mobile provider information will and/or e-mail address will receive automated texts messages and/or emails reminders when an item is due or becomes overdue.

Failure to return library items is by law a misdemeanor and punishable by a fine. At the discretion of the library, the Margret Carder Library Board of Directors, and the City of Mangum, patrons in violation of the law may be turned over to the district attorney's office for collection or prosecution. See Attachment 5.

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## 7. [OverDrive Lending Policies](#) **eBooks, Audio Books, Video, and Music**

### **Borrowing**

You can borrow up to 6 titles. The lending period may vary from title to title.

### **Returning & Renewing**

Some titles can be returned before they expire. If you have not downloaded an eBook, you'll be able to return it from your Bookshelf. You cannot renew titles, but you can borrow them again after they expire if they are still available.

### **Holds**

You can place up to 6 titles on hold at one time. You'll receive an email notification when a title becomes available. Once the notice is sent, you'll have 3 days to borrow the title. If you don't retrieve it in time, the title will be made available to the next user on the list.

### **How to cancel a hold**

- Sign in to your account
- Click the **'Holds'** link.
- Click a title's **'Remove'** link to remove it from your Waiting List.

### **How to change your holds email address**

- Sign in to your account.
- Click the **'Holds'** link.
- Click a title's **'Edit'** link.
- Enter the new email address in both required fields.

- Click '**Submit**' to update the email address for the selected title

### **Have a new library card number?**

If you were issued a new card library card number and need to transfer your checkouts and holds to your new account, please contact support. Please include your new library card number, old library card number and current email address.

Circulation Policy

Proposed and Adopted: April 16, 2015

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## 8. [DVD Policy](#)

### **Circulation:**

- Only Margaret Carder Library patrons, who have indicated on their application that they want to check out DVDs and have paid the requisite fee will be eligible to check out DVDs.
- DVDs may be checked out for up to two days with one renewal.
- DVDs will not be subjected to interlibrary loan.

### **Fines and Other Charges:**

- Fifty (50) cents per day will be charged for any overdue DVDs. The maximum fine charged will be the cost of the DVD.
- Each patron with DVDs access will be required to pay a one-time twenty dollar (\$20.00) ~~fee non-refundable~~ non-fee refundable for the access.
- The charge for a lost DVD case will be one dollar (\$1.00).
- Patrons will be charged the replacement cost for lost/damaged DVDs.

### **Home Use Only Policy**

DVDs borrowed from the library are for private use only. Under copyright law, copying or performing these DVDs in public is strictly prohibited.

### **Library Liability**

The Margaret Carder Library will not be held responsible for any damage caused to a patron's DVD player/recorder by the library DVDs.

Approved on: February 24, 2015

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## 9. [Equipment](#)

Library equipment is not available for loan to patrons.

### **Computer Internet Access/Printers**

The Margaret Carder Library has computer printers that are available to the public.

\$0.25 cent per page for black and white print out

\$1.00 per page for colors prints out

### **Copy Machine Located at the Front Desk**

The Margaret Carder Library has a copy machine that the patron can ask the staff to make copy for them. Only staff members may operate the copier.

\$0.25 cent per page

### **Laminator**

The Margaret Carder Library has a laminator that is available. Only staff members may operate the laminator.

\$0.25 for card sized laminate sleeves

\$1.00 for page sized laminate sleeves

### **Fax Machine**

The Margaret Carder Library has a fax machine that is available to the public.

The Margaret Carder Library staff will be the one to do the fax for the patron.

Send \$1.00/page

Receive \$0.25/Page

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## **10. Fines and Other Charges**

Fine Limit for Library Services: A patron will not be able to check out items or utilize the public computers if the patron's fine total equals \$1.00 or more.

Note: Once payment is received, the library will not reimburse the patron. Patrons may contests a charge to the library director who may waive the fine for a valid reason.

Revised: April 16, 2015

### **Fees**

DVD Access - Each patron with DVDs access will be required to pay a one-time twenty dollars (\$20.00) non-fee refundable for the access

### **Overdue**

DVD – \$0.50/Day. Maximum fine \$10. There will be a 1 day grace period for DVDs.

Book/Audiobook - \$0.05/Day. Maximum fine \$5. There will be a 2 day grace period for books and audiobooks.

### **Lost/Damaged**

DVD\*/Book/Audiobook\*/Games\* - Patrons will be charged the replacement cost for lost/damaged items

**DVD Case** - The charge for a lost or damaged DVD case will be \$1.00.

\*For disc-based media damage fines will only be leveraged if there is visible damage to the disc.

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### *a) [Read Away Your Fines](#)*

#### **What is the purpose of this program?**

Read Away Your Fines is intended to help children and teens eliminate their fines, so that they can continue to use the library and check out materials. The program is part of our continuous effort to reduce barriers to information and services.

#### **Who is Eligible?**

Patrons ages 6 – 17 who have fines for overdue library materials can participate in the Read Away Your Fine program.

#### **How does it work?**

Bring your reading material to the front desk, and inform a staff member that you would like to take part in the Read Away Your Fines program. A staff member will provide you with a card with your start time on it. When you are finished reading, return the card to the front desk, and a staff member will record your ending time. We will then count up the minutes read and waive the appropriate amount from your fine. Only time spent reading in the library counts toward the Read Away You Fines program.

#### **How long do I need to read for?**

We will waive \$0.25 of your overdue fines for every 15 minutes of reading. The amount is calculated in 15 minutes increments, and only for consecutive minutes of reading. For example, if you read for 1 hour and 13 minutes, you would earn a \$1.00 waiver for your overdue fines, and the remaining 13 minutes would be lost. Also, any amount over the amount of your overdue fine is lost. For example, if you have \$0.35 in overdue fines, you will need to read for 30 minutes to waive your fines, but the extra \$0.15 is lost.

15 min = \$0.25

30 min = \$0.50

45 min = \$0.75

60 min = \$1.00



Etc.

**Can I read away fines for lost or damaged materials?**

No, the Read Away Your Fines program only applies for fine from overdue materials; fines applied for lost or damaged material are not applicable for this program.

Approved on 20 July 2017

**What if I can't read on my own?**

You can have an adult or family member read to you in the library, and it will still count toward the Read Away Your Fines program.

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*b) Overdue Grace Period*

During the grace period fine will continue to accumulate but will not be applied to the account until after the grace period has passed

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**B. Interlibrary Loan Policy**

- Books not available in the Margaret Carder Library can be requested on Interlibrary Loan. However, there is no guarantee that that any given book will be available for interlibrary loan.
- Interlibrary Loan is a service provided by the Margaret Carder Library to assist library patrons in locating and obtaining materials which are not available in our library. Through the use of interlibrary loan, many additional resources are available.
- Patrons requesting an interlibrary loan must have Library Card in Good Standing. **NO OVERDUES OR FINES!**
- If the Interlibrary Loan materials are lost, stolen or not returned, the patron will be charged the replacement cost of the book.
- Most libraries will not lend genealogical, reference, or audio-visual material.
- The patron is limited to three (3) requests per week.
- The length of loan is determined by the lending library. Renewal will be determined by the lending library. If a renewal is desired, please contact us four days prior to the due date of the material. Materials kept past the due date can jeopardize our borrowing privileges with the lending libraries. If items are requested but not picked up, postage fees will be charged to the patron's card.
- All interlibrary loan transactions are done under the provisions of the General Interlibrary Loan Code of the American Library Association, of the Oklahoma State Interlibrary Loan code, and the U.S. Copyright Law and accompanying guidelines. [See appendices for the full text of each document] Appendix G & H

## Collection Development Policy

Revised: May 14, 2007, Revised: April 16, 2015

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### C. [Computer and Internet Acceptable Policy](#)

Welcome to the Margaret Carder Public Library's Internet access. To maximize availability of the resource and to insure fair accessibility for all please follows these guidelines, which include our Internet policies, rules, and procedures.

The Margaret Carder Public Library requires all regular users to comply with the following before using the library's access to the Internet.

1. Have a valid library card with current address on file.
2. Sign an Internet Use Agreement. Parents must sign for minors under the age of eighteen. Forms are available at the circulation desk and must be signed in the presence of library staff. No forms may be taken home for signature.
3. Not have fines totaling \$1 or more, and no items overdue.
4. Children must be six years of age or older to use the Internet. Children under six years of age may use a computer with Internet access with a parent/guardian present at all times to assist and monitor the child.
5. Be familiar with rules, policies, and procedures.
6. A day pass will be issued to a non-library card holder for one time use. That user is bound by the same rules of conduct as all users. A day pass will not be issue to a minor without a parent present.

Internet computers will not be used by anyone, including minors, for illegal activity, to access illegal materials, or to access materials that by local community standards would be obscene. Library employees are authorized to take prompt and appropriate actions to enforce the Rules of Conduct, and/ or to prohibit use by persons who fail to comply with the Internet Acceptable Use Policy as stated or implied herein. Parents are responsible for their children's use of the Library's resources and facilities. Parents who believe that their children cannot responsibly use the Library's Internet access are requested to monitor their children's Internet use.

Revised: April 16, 2015

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#### 1. [Purpose Statement](#)

Margaret Carder Library Internet access is made possible through state and federal funding received each year. To qualify for these funds, MCL must comply with the Federal

Communications Commission (FCC) Rules and Regulations regarding the Childhood Internet Protection Act, (CIPA), which was passed by the U. S. Congress in December of 2000. Filtering software as required by CIPA and the FCC, and which supports the MCL resource selection policy, is in operation on the server to which all MCL computers are connected.

MCL supports a user's right to access constitutionally protected information or speech. Therefore, and adult user age 18 or older, who desires full Internet access for bone fide research or other lawful purposes, may request that library staff temporarily disable the filtering software. There is no constitutional protection, however, for anyone to view obscene images or pornography of any kind.

A patron with overdue materials or fines of more than \$1 may not use the MCL internet computers until the library materials in question have been returned or paid for, and the patron's balance with the library is under \$1.00.

The Margaret Carder Public Library provides access to the Internet as one means of fulfilling its mission to inform, educate, entertain, and culturally enrich by providing books and other Library resources, facilities and professional services for use by al individuals... All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual user's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Public Library resources and facilities.

In response to advances in technology and the changing needs of the community, the Margaret Carder Public Library endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of our community. It is within this context the Library offers access to the Internet. All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual use's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using public Library recourses and facilities.

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## 2. [Internet Disclaimer/Children's Use Of The Internet](#)

The Internet is a global entity with a highly diverse user population. It is also an unregulated medium. While it enables access to a wealth of information that is personally, professionally, and educationally enriching, it also opens doors to materials that may be offensive, disturbing, false, and/or illegal. Since not all sources on the Internet provide accurate, complete, or current information, become a good information consumer. Evaluate Internet sources, questioning the validity of its content. The Library does not monitor and has no control over information accessed through the Internet and cannot be held responsible for its content. The Internet and its available resources may contain material of controversial or mature nature. The library neither censors access to materials nor protects users from information they find offensive. Library users access the Internet at their own discretion and they are solely responsible for any

access points they reach. Parents and guardians of minor children, not the library or staff, are responsible for their child's use of the Internet through the library's connection. Parents may wish to supervise their child's Internet sessions.

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### 3. Staff Assistance

Due to limited staff the Library cannot provide individual or in-depth training concerning Internet, computer jargon, or personal computer use. The Library does provide books for checkout which deal with these subjects.

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### 4. Rules Of Conduct

**These rules apply to all users of this library's computers. If you have any questions, please contact the library staff for more information. All public computer use is subject to monitoring by the library staff but they are not responsible for monitoring the users.**

1. Internet computers will not be used for illegal activity, to access illegal materials, or to access materials that by local community standards would be obscene. The Library board has given the Library staff the authority to make the decision as to what is deemed inappropriate.
2. Installation, downloading, or modification of software is prohibited.
3. Users will respect copyright laws and licensing agreements.
4. Users will not make any attempt to gain unauthorized access to restricted files or networks, or to damage or modify computer equipment or software.
5. Prompt payment is required by users who incur charges for printing or other authorized fees or willful damage to equipment.
6. Users must sign up to use the Internet on a next-available-terminal basis. Terminals will not be "reserved" for persons who are not in the immediate vicinity when their name is called, and telephone reservation will not be taken.
7. Time Limits: Library Internet use time is limited to:
  - A user will have a 1 hour time limit; additional time is automatically granted unless a patron is waiting for a computer.
  - The computers automatically turn off 15 minutes before closing.
8. Users must end their session and leave the terminal when asked to do so by authorized Library staff, even if they have not completed their access session.
9. Requesting another session: A patron whose time has expired can request to start a new session. However in time of high computer demand patrons will be required to wait for at least 30 minutes before adding their name in to the wait queue

10. Number on Computers: Due to limited space in the computer area, there is a limit of two people to a single computer. Both must mutually agree to share the computer and two persons may share one access session so long as their behavior or conversation does not disturb other users or Library Staff.
11. Users will respect the privacy of other users, and will refrain from attempting to view or read material being used by others. Unauthorized disclosure, use, or dissemination of personal information regarding Library users, including minors is prohibited.
12. When users sign out of the computers all files and information they've left on the computer will be lost.
13. The Library does not provide e-mail service. The user may send and receive e-mail through a free e-mail service of his choice.

Revised: April 16, 2015

#### **Users Must:**

1. **Be 6 years of age or older to access the Internet, unless a parent or guardian is sitting with them.**
2. **Users will pay for each sheet of paper when printing whether the information is what they wanted or not. The only exception to this is when being aided by a library staff member, and the printing error is on the part of the staff member. Users may not use their on paper to print for free.**
  - \$0.25 cent per page for 8 ½" X 11" black and white prints out
  - \$1.00 per page for 8 ½" X 11" colors prints out
3. Cooperate with and follow all instructions from the Library staff.
4. Promptly stop using the computer and relinquish it to the next user when told to do so by Library staff, or when the time limit expires, regardless of what activity this interrupts.
5. Notify the Library staff before beginning long or graphic intensive file transfers or printouts.

Revised and adopted by Margaret Carder Library Board on April 21, 2005, Revised: April 16, 2015.

#### **Users May Not:**

- Charge or attempt to charge to the Library the use of any goods or services. Users are responsible for any costs they incur while using the Internet.
- Install any software or illegally download any copyrighted software.
- Use the workstation to gain access to the library's networks or computer systems or any other private network or computer system.
- Use the computers to perform illegal or criminal acts.
- Make any attempt to damage computer equipment or software.
- Display or download material prohibited by law, including obscene, pornographic, or legally restricted information.
- Make any attempt to alter software or computer's configurations.

Revised: April 16, 2015

#### **USERS WAITING FOR A COMPUTER**

- May not disturb users already working at the computers in any way.
- May not monitor time of users on the computers for the purpose of gaining access to a computer. Only the Library staff may remove a user from the computer.

Misuse or abuse of the computer or Internet access will result in suspension of Internet access privileges.

#### **Examples of unacceptable use includes, but is not limited, to, the following:**

- a. Harassment of other Library users. This includes, but is not limited to, willfully using visuals and sounds, which might be disruptive or offensive to others in the Library.
- b. Harassment of people online. This includes, but is not limited to, libel, slander, and threatening communications.
- c. Destruction of, or damage to equipment, software, or data belonging to the Library, to other library users, or to other people online. This includes, but is not limited to, the uploading or creation of computer viruses or malware.
- d. Unauthorized printing or downloading of copyright-protected materials.
- e. Unauthorized use of the Internet computer for commercial business ventures.

The Library staff on duty will handle any matter that arises which is not covered in this policy.

VIOLATIONS WILL RESULT IN LOSS OF ACCESS. Unlawful activities are subject to prosecution and full penalty of the law.

**Failure to comply with the Internet Acceptable Use Policy and/or the Rules of Conduct will result in the loss of Internet and computer privileges. Illegal acts involving library-computing resources may also be subject to local, state, and/or federal authorities.**

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#### **5. Termination Or Prohibition Of User Access**

When Library employees believe that the user has failed to comply with the Internet Acceptable Use Policy and/or the Rules of conduct, they are authorized to terminate any user's access session or to prohibit a user from subsequent access session for up to two weeks from the date of informing the user of that action. After a hearing before the Library's administrative authority, a Library patron may be permanently barred from Internet access from the Library.

Internet users whose access session has been terminated or prohibited will be given information concerning the process to protest the action and/or request that Internet access privileges be reinstated.

Proposed and Adopted: March 02, 2004, Revised: April 26, 2011, Revised: April 16, 2015

#### FOR USERS UNDER 18 YEARS OF AGE

For users under 18 years of age, the parent, a guardian or a legal caregiver acknowledges that a child may find Internet materials that are offensive to the child or to the parent, a guardian or a legal caregiver. The parent, a guardian or a legal caregiver agrees to assume complete responsibility for the Internet activities of his/her child. Margaret Carder Public Library assumes no liability for any damages, direct or indirect, that may occur to any child (or the child's data) as a result of being connected to any Internet services at the Library.

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#### 6. For Users Under 18 Years Of Age

For users under 18 years of age, the parent, a guardian or a legal caregiver must acknowledge that their child may find Internet materials that are offensive to the child or to the parent. The parent, a guardian or a legal caregiver assumes complete responsibility for the Internet activities of his/her child. Margaret Carder Public Library assumes no liability for any damages, direct or indirect, that may occur to any child (or the child's data) as a result of being connected to any Internet services at the Library.

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#### D. INTERNET WIRELESS ACCESS

The Margaret Carder Library is a free wireless internet hotspot during operating hours. Customers using wireless devices may access the Library's Internet service inside or outside the library. Just turn on your wireless device, connect to the network labeled *MargaretCarderLibrary* and start your Internet browser. If you are connected, your homepage will appear and you may start using the web!

**Disclaimer:** The *MargaretCarderLibrary* network is not secure. Any information you send to or from your wireless device could be captured by anyone else with a wireless device and the appropriate software. Staff of the Margaret Carder Library is not able to provide technical assistance and there is no guarantee you will be able to connect via your wireless device. Lastly, the Margaret Carder Library assumes no responsibility for security of, changes to or damages to laptop configuration, security or data files resulting in use of the unsecured network.

#### Requirements

- Hardware
  - Wi-Fi-compliant 802.11a, 802.11b, 802.11g or 802.11n wireless Network device
- Software
  - Internet browser (e.g. Internet Microsoft Explorer, Firefox, Safari, Opera, etc.)
- Set your Network client software to automatically obtain addresses

#### Quick Tips for Windows® Users

- Click on the wireless network connection icon on your taskbar
  - Select the option of View Available Wireless Networks
- Select the network labeled *MargaretCarderLibrary*
  - Once *MargaretCarderLibrary* is selected click Connect
- Your computer will now acquire a network address and then connect
- Once connected open your internet browser

Installed on June 4, 2008

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#### 1. [Usage Policy](#)

There are no age requirements or restriction for wi-fi access; however, parents, guardians, or legal caregivers of children under 18 years of age should take responsibility in supervising their children's proper and safe use of the Internet.

It is strongly recommended that you do not use such a network to transmit personal, financial, or legal data. It is not possible for the library to protect you against malicious theft or interception of such data transmitted over our network whether accessed externally or internally.

Printing access is not available via the wireless connection.

All library patrons are expected to use the library's resources, including the library's wireless network, in a responsible and courteous manner consistent with the education and informational purposes for which the resources are provided.

Wireless Internet access in the library is governed by the library [Internet & Computer Policy](#).

#### **The following policies are in addition to the library's Internet & Computer Policy.**

- Actions that are detrimental or inappropriate when accessing the library and Internet resources include but are not limited to those listed below:
- The library does not supply or loan network cards.
- Library staff provides no technical assistance for wireless networking.
- User shall not extend or modify the network in any way. The library reserves the right to remove or disable any unauthorized access points.
- Users will be responsible for all costs associated with purchase, installation, operation, and support of wireless adapters in client computers.



- Any attempt to break into or gain unauthorized access to any computers or systems from a wireless connection is prohibited.
- Any effort to circumvent the security systems designed to prevent unauthorized access to the library's wireless network may result in the suspension of all access.
- By choosing to use this free service, users agree to abide by this policy and the library's Internet & Computer policy which may be viewed at the front desk.

Revised: April 16, 2015

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#### E. [Meeting Area](#)

- The Margaret Carder Library may be reserved for use by educational, civic, cultural, and governmental groups so long as they do not charge for attendance. Exceptions may be made for meetings sponsored by the library or an approved non-profit educational group for short-term classes.
- The library may not be reserved by commercial or denominational groups. However, committees or associations affiliated with more than one church for business transactions when no religious services are involved will be allowed meeting-room space. Labor meetings will be interpreted to be commercial meetings. Employee groups of commercial firms will be interpreted as educational groups provided management is not using the meeting as a sales or promotion-type meeting. Profit-making organizations sponsoring an educational program of a non-profit nature will be permitted to use the meeting room provided the meetings are open and are free to the general public.
- The library will not accept reservations for a series of meetings, other than Library Sponsored Program, which would designate the library as a regular meeting place for any organization. No reservations shall be accepted more than 30 days in advance except library sponsored programs.
- The library normally will not provide personnel to assist in handling of exhibits and other materials needed by groups using the meeting room.
- Request will be filled on a first-come, first served basis. Library related functions will have priority at all times.
- Usage of the meeting room is free of charge during the hours the library is open.
- The library must be left in the same condition after the meeting as it was before the meeting. (Chairs in proper place, all trash in wastebasket, lights off, door locked, etc.).
- Light refreshments may be served but no smoking is allowed in meeting room.

Customer Services

Proposed and Adopted: April 19, 2007

## F. Library Programs

### 1. Permission to Use Photographs

While we often take photos during library programs, we will not make public any photos that can be used to identify you or your child without written permission in the Permission to Use Photographs Form Attachment.

Proposed and Adopted: April 16, 2015

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## G. Game Room Policy

Patrons assume responsibility to comply with all current and future policies and rules regarding entertainment software. Failure to comply with any current or future policies or rules may result in the termination of the right to access entertainment software at the library.

1. Patrons may not use any third party tools or software to edit or modify any software or hardware. This includes but is not limited to mods, hacks, trainers, and save editors.
  2. Patrons may not violate the terms of service of any of the library's software or hardware.
  3. Patrons may make no attempts to circumvent any restrictions or controls placed on my account.
  4. Patrons may not access any game system profile other than my own.
  5. Patrons are responsible for the cost of replacing any damaged hardware or media damaged or lost while loaned out to me.
  6. Patrons may not remove any hardware or media from the building and to return any loaned hardware or media to a librarian when my time is done.
  7. Margaret Carder Library makes no guarantee or assumes any responsibility regarding the damage or loss of any data stored on library hardware or media.
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### 1. Collection Policy and Procedure

The library is pleased to offer Nintendo Wii, Xbox 360, PlayStation 2, PlayStation 3 video games, Wii U, Nintendo Switch, Xbox One PlayStation 4, PlayStation Vita, 2DS, Oculus Rift and PC to our patrons to be used only in the Margaret Carder Library Tiger Den Game Room located in the basement. This collection will help serve the community's information and entertainment needs.

- Games will be carried in formants to accommodate a variety of consoles.
- We are currently collecting games that have the following ESRB:
  - **E (Everyone) – (Equivalent of G movie rating)**  
Content is generally suitable for all ages. The content may contain minimal cartoon, fantasy or mild violence and/or infrequent use of mild language.

- **E10+ (Everyone 10 and older) - (Equivalent of PG movie rating)**  
Content is generally suitable for ages 10 and up. The content may contain more cartoons, fantasy, mild violence, mild language and/or minimal suggestive themes.
- **T (Teen) - (Equivalent of PG13 movie rating)**  
Content is generally suitable for ages 13 and up. The content may contain violence, suggestive themes, crude humor, minimal blood, simulated gambling and/or infrequent use of strong language.
- **M (Mature) - (Equivalent of R movie rating)**  
Content is generally suitable for ages 17 and up. The content may contain intense violence, blood and gore, sexual content and/or strong language.

The collection does not contain games with a rating of AO (Adults Only). We welcome suggestions for items we do not have, and are open to the possibility of expanding the collection in the future.

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## 2. [Access](#)

- Materials in this collection will not leave the library. Access is limited to Margaret Carder Library patrons ages 6 or older.
  - In order to use the collection, an Entertainment Software Usage Policy must be filed at the library circulation desk. These forms will be distributed directly by the library in order to control access to the collection for official purposes. The patron acknowledges that he has read and understands this Agreement and that if they do not follow instructions their game room access may be revoked temporarily or permanently.
  - Once a form has been completed and registered with the circulation department a patron may present his ID to access the collection. The games are kept with the game librarian.
- 

## 3. [Users Under 18](#)

For users under 18 years of age, the parent (or guardian) acknowledges that entertainment software may expose a child to material that either the child or parent (or guardian) find inappropriate or offensive. The parent (or guardian) agrees to assume all responsibility for the child's entertainment software activities. Margaret Carder Library and its staff assumes no liability for damages, direct or indirect, that may occur to any child while interacting or viewing entertainment software services at the library.

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## H. 3D Printer

### COST FOR 3D PRINT

Spool Weight	1000
Spool Cost	\$25.00
Price/g	\$0.03
Power Usage (Watts	85
Cost /kW	\$0.11
Elec Cost / Hr	\$0.01
Life of Printer (hr)	3,000
Cost of printer	\$800.00
Price/hour	\$0.37
Failure Rate (%)	25%
Repair Markup (1%)	10%

Weight (g)	12
Day	0
Hours	2
Minutes	39
Cost for Print	\$1.39

Spool Weight by Price/ (g) Example:  $\$0.03 \times 12 = \$0.36$   
 Price/hour Example:  $\$0.37 \times 2 = \$0.74$

Only Staff may use the 3D printers to make the prints.

Limited to three printing attempts.

## IV. Library Operations

### A. Operations Policy

#### 1. The Advisory Library Board

- Library Board of Directors Established:
  - It is the desire and intent of the governing body of the city to provide a board for the Mangum City Library (Margaret Carder Library) for the purpose of providing better services to the residents of the city.
  - A Library Board for the Mangum City Library (Margaret Carder Library) is hereby established.
  - (Article 34.045) ('92 Code, 1-\*17) (Am. Ord. 398, passed 9-2-97)
  
- Members and Terms:
  - The Library Board shall consist of five members selected from the residents of the city or persons residing within six miles of the city limits. All members shall serve thereon without compensation and at the pleasure of the Mayor and Commissioners.
  - The Library Board members shall hold office for a term of five years from January 1 following their appointment. At the first regular meeting of the Board, the directors shall cast lots for respective term of one, two, three, four and five years. Therefore the terms of all members shall be for five years. (Article 34.046) ('92 Code, \* 1-17) (Am. Ord. 398, passed 9-2-97)
  
- Powers and Duties:
  - Upon appointment, the Library Board shall meet and organize by electing one member as a chairman, one member as a vice-chairman and one member as a secretary. They shall adopt rules and regulations for their own guidance as may be expedient and not inconsistent with the ordinances of the city and the laws of the state, subject to approval of the Board of Commissioners.
  - The Library Board shall recommend a suitable librarian and budget to the Board of Commissioners. The librarian shall be the administrative officer of the library. The Library Board shall also recommend policies and procedures in administration of the library. (Article 34.047) ('92 Code, \* 1-17) (Am. Ord. 398, passed 9-2-97)
  
- Annual Report ; Funds:
  - The Library Board shall make, on or before July 1 of each year, an annual report to the Mayor, Commissioners and Oklahoma of Libraries on forms supplied by the Department of Libraries.
  
- The Board of Commissioners shall annually appropriate to the library monies as are deemed necessary to operate and maintain the city's public library for the education and cultural enrichment of the citizens of the city and county. (Article 34.048) ('92 Code, \*1-17) (Am. Ord. 398, passed 9-2-97)

- Members of the Board assume personal responsibility for acquainting themselves with the general trends of library development in order that the best type of library service may be given through the Margaret Carder Library.
  - The Board determines policies of the library except for internal organization policies.
  - The Board promotes the Library program in the community and makes the needs of the library known to the City Council and the citizens of Mangum. Members of the Board are encouraged to be members of the Friends of the Library.
  - The Board will respond to any suggestions, complaints, and petitions which are presented to them in written form.
  - Any requests made by members of the public during the Public Presentations portion of the Library Board meetings will be placed on the agenda of the next meeting for discussion, consideration, and possible action. The person making the request may be asked to put his proposal in writing for clarification.
  - Any comments regarding the Library which are received by any member of the Library Board will be reported to the Board Chairman and the Library Director. The Library Director will respond to these requests as deemed appropriate.
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## 2. The Library Director

- The Library Director is responsible for the administration of the Library under the general policies approved by the Board and under the supervision of the City Manager.
  - The Library Director attends all meetings of the Board and may speak on all subjects under discussion but is not a voting member.
  - The Library Director is responsible for all properties belonging to the library and supervises all members of the library staff.
  - All suggestions, complaints and requests from the library staff or from the public are acknowledged by the Library Director and reported to the Board if presented in writing. Unwritten requests are subject to the Library Director's discretion.
  - The Library Director is responsible for implementation of and adherence to policies approved by the Board. The Library Director is responsible for internal procedures.
-

### 3. The Library Staff

- The first duty of the Library staff is service to the public. The entire staff is responsible for prompt, efficient, impartial, courteous, and friendly public service.
  - Progressive ideas and constructive criticism by the staff are welcome and shall be given courteous consideration.
  - Staff members are encouraged to take an active part in community life and become members of local civic, educational, professional and social organizations to the extent that home and library duties permit.
  - The library customer has a right to expect the staff to be familiar with the book collection and to keep informed about new titles
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### B. Public relations policy

**Adopted April 19, 2007**

#### **DEFINITION:**

Public relations are the function, art, and science of influencing the public to form a favorable opinion of the institution. While marketing, through advertising, public appearances, and organized activities is a main component, the everyday activities of Director, staff, and Board members are the mainstay of a favorable public opinion.

#### **ROLES:**

**Library Director:** The Library Director is the official spokesperson for the library, and all requests for information about the library, whether from the media or from individuals, will be forwarded to the Director.

**Library Staff:** The library staff promotes the library by presenting a professional appearance and by giving courteous and attentive service.

**Library Board:** The Library Board members are advocates for the library. They will become very familiar with the library's programs and services, and promote them whenever possible.

**Friends of the Library:** The Friends of the Library is an organization whose mission is to promote and support the library. Each year they select and implement activities to further their mission.

- All Friends of the Library projects should be undertaken only with the full knowledge of the library director and the library board of the Margaret Carder Library.
- It is the wish of the library board to receive information about Friends' meetings, officers, plans and purposes. This should be done through the library director.
- Friends of the Library are distinct and separate from the library board and cannot assume the duties of this established board.

- Since Friends are volunteers, distinct and separate from the library board, library personnel, library staff members may act only in advisory capacities for Friends activities.
- Operating expenses of the Margaret Carder Library are provided through the allocation of public funds which are administered under guidelines established by the City of Mangum, Oklahoma. Friend's monies cannot be integrated except through direct gifts and donation for specific intents and purposes.
- All public relations work by the Friends on behalf of the library should be coordinated with the library director, who may share ideas and offer suggestions.

**Revised: April 16, 2015**

**PUBLICITY:** Consistent efforts will be made to convey to the public the services of the Margaret Carder Library. These may be highlighted during special weeks by such things as attractive exhibits, bookmarks, appropriate announcements on the library's web page, and reading lists. Other activities could include parades, booths at the fair, and presentations to community groups, media presentations, newspaper articles, and personal visits. Anything that presents the library in a positive manner is appropriate.

Enhancement of staff skills toward public relations should be encouraged by participation in suitable workshops and classes, or through independent study.

### C. [Volunteer Policy](#)

**Rationale:**

The volunteer program enables the Margaret Carder Library to continue to provide quality library service. Volunteers do not replace paid library staff but rather enhance and extend library services. Library staff will make a commitment and devote time to train volunteers.

**Definition:**

- A Volunteer shall be any person, 10 years or older, who performs tasks for the Margaret Carder Library without wages, benefits or compensation (including travel expenses) of any kind.
- The City of Mangum will not provide medical, health, accident, or worker's compensation benefits for any volunteer. Volunteers will not be eligible to receive any worker's compensation benefits for any injuries sustained while functioning as a volunteer.
- Volunteers must be covered by their own vehicle insurance when their volunteer activity involves the use of a vehicle. Volunteers are liable for their own parking tickets or fines related to driving offenses.
- In the event of an opening for a paid position, volunteers who apply for the position shall be treated and evaluated on the same basis as all other applicants.



**Selection of Volunteers:**

- Volunteers are selected based on their qualifications and the needs of the library at any given time.
- Selection of volunteers is the responsibility of the library director.
- Volunteers may be required to attend an orientation meeting.

**Training and Supervision:**

- Volunteers will receive training in their assigned duties by a library staff member. The volunteer supervisor is the library director.
- Volunteers will be expected to dress appropriately for the job they are assigned to do.

**Work Schedule:**

- Work schedules will be arranged by the volunteer and the library director.
- Volunteers should adhere to the agreed upon schedule and notify the library if the schedule becomes inconvenient.
- Volunteers are expected to call the library if they will be absent.
- Volunteers will sign in and out each time they volunteer. This will assist the library staff in keeping track of the number of hours each volunteer donates.
- 

**Recruitment:**

- Recognition is an important component of any volunteer program. Although individual, informal recognition of volunteers should be ongoing, it is important that volunteers be recognized formally as a group on a regular basis, at least annually. The library staff and library board shall find ways of recognizing volunteers throughout the year.

**Proposed and Adopted: April 16, 2015**

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**D. [Safety Policy](#)****Building Security****1. [Keys and Locks](#)**

The Director is responsible for keys for all entrances to the Library. City Hall has keys to the building.

**2. [Safe Work Place](#)**

The Library staff and volunteers observe all PEOSH rules and guidelines to make a safe work place.

**3. [Emergency Supplies](#)**

Fires extinguishers are placed in locations recommended by the Mangum Fire Chief and are regularly checked to make sure they are in working order. All library staff is aware of the location and proper operation of all fire extinguishers.

First aid kits are available and are checked regularly by the designated staff member for supplies. All library staff is aware of the location and have been trained in proper first aid procedures. If a customer sustains a minor injury, a staff member may provide first aid within the limits of his training. If the customer is a child, staff will consult accompanying parents. The staff member will call 911 in case of serious injury (fall, apparent stroke, seizure or heart attack, profuse bleeding, unconsciousness, etc.) or when requested by a customer. Under no circumstances will a staff member offer or administer any oral medication (aspirin, cough syrup, etc.) to a customer. The staff member will instruct patrons to go to City Hall and ask for a Tort Claim Customer/Incident Form within 48 hours. A staff member has an incident will complete the Accident Report/Incident Form (Attachment 1) and forward it to the Director to be turn in to City Hall within 48 hours.

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## 1. Safety of the building

### **Safety of the building:**

- 1) The shutoff valves are located for the
  - a. Gas – Back yard by alley
  - b. Electricity – Fuse box is located on the north side of the library building
  - c. Water- Water meter is located corner of the south east of parking lot
- 2) Someone from facilities maintenance should walk around the outside of the building, looking for potential water and fire hazards.
  - a. Notice where there are external stairs going below ground. The drains at the bottom of those stairs should be cleaned regularly to prevent water backing up into the foundation or the basement level.
- 3) Talk with facilities maintenance staff about their regular external cleaning routines.
  - a. Gutters and eaves should be cleaned regularly to prevent water backup under the roof or into foundations.
  - b. Pay particular attention to any mention of damage to the roof.
  - c. Look for broken or cracked windows. Note windows that aren't shut completely. The same goes for external doors.
- 4) Fire Extinguishers:
  - a. The fire extinguisher found in the Margaret Carder Library is ABC. The canister has a label on it that tells you the type of fire extinguisher. There should also be a tag attached to the metal ring at the top of the handle. This tag indicates when the fire extinguisher was checked last.
  - b. If you must use a fire extinguisher to put out a very small fire, make certain it is the proper type.
    - i. Class A Fires consist of ordinary combustibles materials such as wood, paper, rubber, cloth, and some plastics, flammable gases, and other types of liquids.

- ii. **A class B fire extinguisher that is rated for use on flammable liquids such as gasoline, its related hydrocarbon fuels, solvents, alcohols, ethers, and esters, who are also known as polar and non-polar fuels.**
- iii. Class C fires occur around energized electrical equipment, such as computers and office equipment; B and C canisters contain foam.
- c. Fire extinguishers have enough contents under pressure to work for 30 seconds to a few minutes. If there is too much fire, leave the building and call the fire department.

Proposed and Adopted on April 19, 2007

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## 2. Security Camera Policy

The Margaret Carder Library enriches our community by providing unlimited opportunities for information, education, inspiration and imagination. To complete this mission, the Library must offer a welcoming, open atmosphere and provide a quiet, comfortable, and safe environment where people can use library facilities and collections for intended purposes to the maximum extent possible.

### **Purpose of Security Cameras**

The purpose of the security system is to enhance the safety and security of library users, staff, and property. This policy is in force to deter public endangerment, vandalism, and mischief in unsupervised areas and to identify those individuals involved in such activity for law enforcement purposes, while adhering to the applicable federal, state and local law concerning the confidentiality of library records, the disclosure of public records, and the protection of individual privacy.

The library's security camera system will be used only for the protection and safety of library visitors, employees, assets, and property, and to identify persons breaking the law or violating the library's Code of Conduct. Staff and visitor safety is the first priority in any threatening situation. The protection of Library property is of secondary importance.

### **Public Notice: Signage**

Signage will post at the library entrance at all time, informing the public that security cameras are in use.

### **Security Camera Locations**

- Cameras may be installed in public spaces where individuals lack a reasonable expectation of privacy. Examples include common areas of the library such as

entrances, book stacks, public seating areas, hallways, stairways, delivery areas and parking lots.

- Cameras may be installed in areas that could assist Law Enforcement in documenting traffic accidents or other incidents unrelated to the Library that take place on the public streets and surrounding properties within camera view. Examples include cameras on the exterior of a library building that not only document activity on Library property but also the sidewalk, public streets, and surrounding properties.
- Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as restrooms or private offices. Nor are they positioned to identify a person's reading, viewing, or listening activities in the Library.

## **Security**

The Library has no obligation to monitor the cameras in real time. As the cameras are not constantly monitored, Library staff and the public should continue to take appropriate precautions for their safety and for the safety of their personal property. The Library is not responsible for the loss of property or personal injury.

## **Data Storage**

Access to the archival footage in pursuit of documented incidents of injury, criminal activity or violation of the Library's Code of Conduct is restricted to designated Library staff and the Town of Mangum's IT Department. Cameras are not continuously monitored. However, circumstances including reports of policy violations, suspected criminal activity, and destruction or theft of library resources may require such monitoring to occur. Recorded data is confidential and secured in a controlled area. Recordings will typically be stored for no more than 30 days, unless required as part of an ongoing investigation. As new images are recorded, the oldest images will be automatically deleted.

## **Access to Archived Footage**

Access to the archived footage in pursuit of documented incidents of criminal activity or violation of the Library's Code of Conduct is restricted to designated staff: Library Administration and Information Technology staff.

For investigations initiated by law enforcement agencies, recorded data will be made available to law enforcement upon presentation of a valid court order or subpoena establishing probable cause to review the data.

However, in emergency situations that present imminent danger of physical harm, law enforcement may gain access without a court order. In such imminent danger emergencies where law enforcement calls for a waiver of the court order, the requesting officer is required to provide his/her name, agency, badge number, the nature of the emergency, and the extent of data requested.

## **General Public Requesting Access to Security Camera Footage**

Confidentiality/privacy issues prohibit the general public from viewing camera footage that contains patron information. If the library receives a request from the general public to inspect security camera footage which contains patron information, they will be advised to complete a Surveillance Video Request Form.

### **Privacy**

In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to library users by Oklahoma State law, Margaret Carder Library policies, and the American Library Association policies on confidentiality and privacy.

Proposed and Adopted: April 16, 2015

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## **E. [Evacuation Plan](#)**

### **CITY OF MANGUM MARGARET CARDER LIBRARY EVACUATION PLAN**

In the event of an emergency where evacuation of the Margaret Carder Library building is necessary, such as fire, explosion, structural failure, bomb threat or acts of terrorism, all personnel and patrons are instructed to walk quickly to the nearest exit. Do not waste time trying to save personal effects, however, personal effects should be kept in a secure location at all times so that in the event of an emergency they will be safe from theft and their location can be ascertained for later retrieval.

Primary means of exits are the doors located at the front entrance of the library facing the south and the door located on the east. In the basement area the exits are the doors facing the west and the north. The Community Building entrance is facing the north. Exit the closest door that is free from smoke from the flames at the time of the emergency.

Assistant librarian will call 911 to report or verify the emergency. If circumstances permit, this call should be made before leaving the building or immediately after leaving.

After evacuating the building, staff will go across the street south of the building and brief police on the situation when they arrive.

In case of a tornado alert, the building will not be evacuated. Staff will take all unaccompanied children into custody and escort them to the basement in the building. Adults will be invited to

follow the group. The group will remain in the area until an all-clear signal is given. A battery radio and flashlight are to be available.

The library may only be closed or hours shortened by an order from the City Manager.

Proposed and Adopted September 25, 2009

Revised: April 26, 2011

Revised: April 16, 2015

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#### F. [Collection Development Policy](#)

Margaret Carder Library Board Directors recognizes that within the Library there are individuals and groups with diverse interests, backgrounds, and needs, and the library was created to serve all of the people within the Greer County service area. The Board, therefore, declares as a matter of policy that:

- The Collection Development Policy is based on and reflects the Margaret Carder Library mission, goals, and values as stated in the current Strategic Plan.
- Library materials, in a variety of formats, including licensed electronic resources and online databases, shall be selected and retained on the basis of their value for the interest, information, and enlightenment of all the people of the community in conformance with the Margaret Carder Library mission.
- Some of the factors which will be considered in adding to or removing materials from the library collection shall include: present collection composition, collection development objectives, interest, demand, timeliness, audience, significance of subject, factual accuracy, diversity of viewpoint, effective expression, and limitation of budget and facilities.
- No library materials that meet the Margaret Carder Library selection criteria shall be excluded because of the origin, background, or views of the author or those contributing to its creation. Not all materials will be suitable for all members of the community.
- The Margaret Carder Library shall be responsive to public suggestion of titles and subjects to be included in the library collection. Gifts of materials may be accepted with the understanding that the same standards of selection are applied to gifts as to materials acquired by purchase, and that any gifts may be discarded at the library discretion.
- The Margaret Carder Library is not a library of historical record. To ensure a vital collection of continuing value to the community, excepting the subject of local history, materials that are not well used may be withdrawn.
- The Margaret Carder Library collection shall be organized and maintained to facilitate access. There shall be no prejudicial labeling, sequestering, or alteration of materials.
- Selection of materials is vested in the Margaret Carder Library director, and by his or her direction, in members of the staff who are qualified by reason of education and training.

- The Board believes that reading, listening to, and viewing library materials are individual, private matters. While one is free to select or to reject materials for oneself, one cannot restrict the freedom of others to read, view, or inquire. Parents/guardians have the primary responsibility to guide and direct the reading and viewing of their own minor children. The Margaret Carder Library does not stand “in loco parentis\*.”
- The Library Board of Directors recognizes the right of individuals to question materials in the Margaret Carder Library collection. The library customer questioning material in the collection is encouraged to talk with designated members of the staff concerning such material. To formally state his/her opinion and receive a written response, a customer may submit the form provided for that purpose. Material that has been questioned will remain in the active collection until the Margaret Carder Library has made a determination of its status.
- The Library Board of Directors adopts and declares that it will adhere to and support:
  - The Library Bill of Rights (Appendix A), adopted by the American Library Association.
  - The Freedom to Read (Appendix C) and the Freedom to View Statements (Appendix E), adopted by the American Library Association.
  - This policy shall relate only to materials specifically selected by the Margaret Carder Library. Customer access to information available publicly on the Internet shall be governed by a separate policy.

\*In place of a parent

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## 1. [Print Materials](#)

### a) [Adult Fiction](#)

The library will acquire popular best sellers, local or regional fiction, and fiction in a wide range of genres including: literary, historical, mystery, science fiction, fantasy, western, horror, romance, inspirational, and graphic novels.

Material may be purchased in hardback, large print and paperback formats.

#### (1) [Large Print](#)

Margaret Carder Library serves a retirement community; special attention will be placed on the large print collection. Many of the authors appearing on bestseller list as well as those authors in high demand in regular print will be considered for the large print.

**Proposed and Adopted: April 16, 2015**

### b) [Adult Non-Fiction](#)

In accordance with the library’s objectives, the library offers nonfiction that cover a broad variety of subject areas related to work, school and personal life. Nonfiction resources will address the needs of all ages, and will emphasize material written or produced for the general reader.

c) Reference

In accordance with the library's objectives, the library offers nonfiction that cover a broad variety of subject areas related to work, school and personal life. Nonfiction resources will address the needs of all ages, and will emphasize material written or produced for the general reader.

d) Magazines and Newspapers

Magazines and newspaper are purchased for the current popular interests of customers of all ages and for reference and informational use. They are selected using the same general criteria for other materials.

e) Children's Collection

The Margaret Carder Library's children's collections serve children from infancy through age twelve. Materials for this collection reflect the wide range of reading and interest levels that this age group includes. The children's collections exist to encourage children to develop a lifelong habit of reading for both recreational and informational needs. Materials are chosen based on positive reviews, popularity, award winners, children's classics, and/or accuracy of factual content.

Children's collections are located in the children's area and include the following types of resources: board books, paperbacks, picture books, fiction, easy and juvenile nonfiction, beginning readers, ~~and~~ audio books and graphic novels.

f) Young Adult Collection

Margaret Carder Library's young adult collections serve primarily young people from age twelve through seventeen. Consisting mainly of recreational reading materials, the resources are selected to provide Mangum young people with materials that entertain, enlighten and challenge. Materials are chosen based on positive reviews, popularity, award winners, classics and relevance to teen interests.

Materials for this collection include popular fiction books in both paperback and hardcover, ~~and~~ audio books and graphic novels.

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2. Non-Print Materials

a) Audiobooks

The audio resources consist of materials best suited or only experienced through the medium of sound.

Formats include spoken word on compact disc and digital download. These materials comprise a broad representation of music and the spoken word for adult, young adult, and children's interests.



Spoken word selections include fiction, non-fiction, stage and radio productions, speeches, lectures and language instruction. Selection criteria include patron demand and favorable reviews.

*b) [eBooks](#)*

An e-book is very similar to a traditional book, but it is in a digital format designed to be read on an electronic device such as an e-reader device, tablet, smart phone, or personal computer.

Margaret Carder Library is part of the OK Virtual Library, a consortia of libraries in Oklahoma which have collaborated together in order to provide you with a better e-book lending service. By pooling our resources, we are able to provide a wider selection of e-book, to our patrons than any one of us could provide on our own.

Approved: April 15, 2015

*c) [DVDs](#)*

The library will offer a variety of DVDs both recreational and educational.

When purchasing DVDs, the following selection criteria will be utilized:

- Award winning films
- Reputation of the film company (PBS, A&E, Nova, etc.)
- **Popularity of work (based on box office sales and video rental statistics)**
- **Critical and audience acclaim**
- Information that is best presented visually (plays, animal behavior, and weather/nature.

*d) [Video Games and Gaming Equipment](#)*

To build a collection of merit, video game materials are evaluated according to one or more of the following standards. An item need not meet all of these criteria in order to be acceptable: Critical acclaim, potential patron appeal, patron requests, popularity, community standards, price, existing collection, and modern relevance.

*e) [Digital Databases](#)*

Databases which provide access to magazines, journals, and other publications are provided for patrons either within the library on public access computers or through remote access from their work or home computers. Downloadable eBooks, audio books and music are provided for our library customers through the Oklahoma Virtual Library Consortium.

Proposed and Adopted: April 16, 2015

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**3. [Materials Not Collected](#)**

**Rare Books:**

Since it is the public library's function to make materials available to all users, the Margaret Carder Library does not collect rare or unusual materials that require special handling.

### **Genealogy Materials**

The library collects basic materials on genealogical research but it does not collect census records, marriage records, family histories, etc. The staff will refer patrons to the Greer County Genealogical and Historical Society located at the Hall of Fame Greer County Museum.

### **Textbooks:**

The Margaret Carder Library does not purchase textbooks used by the local schools. Other textbooks may be added to the collection at the librarian's discretion, if very little material is currently available in a particular subject.

Collection Development Policy

Proposed and Adopted: April 16, 2015

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## **G. [Gifts and Donations](#)**

The Margaret Carder Library welcomes gifts of both materials and money to purchase materials. Monetary gifts to purchase books are encouraged. Donors may specify types of materials to be purchased but are requested to keep in mind that specific titles may not be available. Materials purchased with monetary donations must be based upon library selection criteria.

Gifts of material are examined and may be added to the collection under the same criteria used for purchasing materials. Gifts are accepted if the donor agrees that they may be added to the collection, sold at book sales, or otherwise disposed of at the discretion of the Librarian. All materials gifted become the property of the Margaret Carder Library. The Library does not assign a monetary value to donations for tax purposes, but does issue a receipt indicating the number of boxes or books given.

The library does not accept gift magazine subscriptions unless the Librarian Director has previously approved the gift subscription. In order to be eligible for acceptance the magazine must meet the general selection criteria for other materials and be initially established, by the donor directly with the magazine, for a minimum of three years. Gift magazine subscriptions received by the library that have not been previously approved will be discarded immediately upon receipt at the library.

Gifts that are added to the collection are shelved with other materials in normal sequence. The library does not provide special shelving or separate locations for gift items. Gift items, including memorials, are weeded according to the same criteria used for purchases, and are not retained indefinitely.

Gift books may be plated with a library bookplate if the donor wishes. Books donated as memorials are identified with an appropriate plate.

Donations of special or unique collections that are of local or historical interest that further the mission of the library will be considered for addition to the library. Such material will be added to the Library's collections according to established policies and procedures. The library and donor of such special or unique collections may negotiate an agreement outlining the library's planned location, shelving, circulation, and conditions of withdrawal of items in the donated collection. Any such agreement will include the requirement that the material becomes the property of the Margaret Carder Library upon addition to the library.

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#### H. [Withdrawal of Library Materials](#)

Professional librarians have primary responsibility for withdrawing material from their location. Material is typically withdrawn from a collection because:

- The item is in poor physical condition
- The item is no longer circulating regularly
- The item is a duplicate of a title that is not in demand
- The item contains outdated information and is of no widespread historic or reference interest
- The item no longer meets other current selection criteria

Material withdrawn from the collection may be:

- Sent to book sale
- Sent to disposal

The agreement between the Library Board outlines the policy on the sale of materials withdrawn from the collection.

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#### I. [Materials Reconsideration](#)

Questions with complaints or comments concerning this policy should be taken up the Library Director. In the event such a complaint cannot be satisfactorily resolved between the patron and the Librarian, the patron should apply to the Library Board. A form will be provided for the patron to list objections to a particular book or other library material.

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## J. [Exhibits Policy](#)

Providing places for persons or organizations to share interests and ideas is an integral part of fulfilling the library's mission to provide access to information to the people of Greer County. Margaret Carder Library maintains exhibit areas as space allows. Exhibit spaces are reserved for library use first. The exhibits are always subject to the space available. When not used by the library, exhibit space is available for use by outside nonprofit organizations, community group, individuals, and governmental agencies.

Exhibit space is available on an equitable basis to other governmental agencies and non-profit community organizations and individuals engaged in educational, cultural, intellectual, charitable activities. Exhibits may present variety of viewpoint. In accepting material for display, the library does not endorse the content of the material or the organization submitting the material.

- The library reserves the right to cancel an exhibit if the space is needed for library use.
- The library further reserves the right to remove items from display which are a risk to public health, safety, or welfare.
- Exhibits may not advertise materials and/or services for sale.
- Exhibits may not promote any current or pending ballot measure or political candidates.
- All exhibits and displays are offered to the Library on a voluntary, non-fee basis.
- The library assumes no legal or financial responsibility for loss or damage to items loaned for display and exhibit unless other arrangements are made in advance with the library.
- The exhibit will include a clearly visible sign identifying the individual or group responsible for the exhibit.
- Users assume responsibility for installing and removing the exhibit at the time and in the manner specified when they schedule the exhibit.
- Users assume responsibility for any damage to library property resulting from their use of Library facilities. The Library may assess charges for damage.

The Director is responsible for the administration of this policy, for establishing administrative procedures for its implementation and for making it available for the public.

Revised: April 16, 2015

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## V. Appendix

### A. Library Bill of Rights

#### **Appendix A: 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 abridgement 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 exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1949

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

## B. [Code of Ethics of the American Library Association](#)

### Appendix B: Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

This page has long held the **incorrect amendment date of June 28, 1997**; the [Office for Intellectual Freedom](#) regrets and apologizes for the error.

### C. The 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.

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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, by the ALA Council and the AAP Freedom to Read

Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

[American Library Association](#)

[Association of American Publishers](#)

*Subsequently endorsed by:*

[American Booksellers Foundation for Free Expression](#)

[The Association of American University Presses, Inc.](#)

[The Children's Book Council](#)

[Freedom to Read Foundation](#)

[National Association of College Stores](#)

[National Coalition Against Censorship](#)

[National Council of Teachers of English](#)

[The Thomas Jefferson Center for the Protection of Free Expression](#)

**Source:** <http://www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement>

**Revised: April 16, 2015**

#### D. [Free Access to Libraries for Minors -An Interpretation of the Library Bill of Rights](#)

Library policies and procedures which effectively deny minors equal access to all library resources available to other users violate the Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the *Library Bill of Rights* states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The “right to use a library” includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, or legal emancipation of users violates Article V. Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities which fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, level of education, or legal emancipation.

The selection and development of library resources should not be diluted because of minors having the same access to library resources as adult users. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Librarians and governing bodies should not resort to age restrictions on access to library resources in an effort to avoid actual or anticipated objections from parents or anyone else. The mission, goals, and objectives of libraries do not authorize librarians or governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents or legal guardians. Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children.

Librarians and governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies have a public and professional obligation to provide equal access to all library resources for all library users.

Librarians have a professional commitment to ensure that all members of the community they serve have free and equal access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and governing bodies must uphold this principle in order to provide adequate and effective service to minors.

Adopted June 30, 1972; amended July 1, 1981; July 3, 1991, by the ALA Council.

## E. The Freedom to View

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment of 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:

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.

1. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
2. 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.
3. 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.
4. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

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

## F. General Policies on Interlibrary Loan for Oklahoma Libraries

- Last resort requests only
- No charges for services
- Loan period is 30 days
- AMIGOS/BCR Code signer

### **Periodicals:**

- Will lend original
- Will photocopy up to 50 pages without charge
- See [Copyright Disclaimer](#)

### **Books:**

- Lend most materials in general collection
- Will lend Oklahoma Room items for "in-library use"

### **Newspapers:**

- Lend microfilm

### **Dissertations:**

- Lend those owned

### **Genealogy:**

Genealogy and local history materials are usually non-circulating and not readily accessible through regular interlibrary loan channels. Because of the difficulty of acquiring, ODL does not refer these materials.

Referral to libraries inside and outside of the state is the responsibility of the local library.

WorldCat is the source for locating genealogical materials.

### **Last Resort:**

The Oklahoma Department of Libraries is the library to whom requests are sent for those items not found in local Oklahoma libraries. Requests are referred on OCLC to out-of-state libraries and the materials are sent directly to requesting libraries. No charges are levied for this referral service.

### **Requesting Procedures:**

All requests referred to ODL must include libraries who've already been checked for the item. If there are no Oklahoma Library Technology Network locations, please note. ODL does not want to resend to libraries already tried.

All requests referred to the Department via fax or mail must be typed on the appropriate request forms, and two copies of each request must be sent. Include one request per form regardless of type of information requested.

Each request should be verified to the extent of the local library's ability. An ISSN/ISBN number must be included whenever possible. If no bibliographic verification is available, the citation or other verification should be provided.

If a request is resubmitted, clearly indicate that it is a second request and provide previous response.

Status reports will be provided for all referred requests.

Source: <http://www.odl.state.ok.us/genref/illpl.htm>

**Collection Development Policy**

Approved April 16, 2015

#### G. Interlibrary Loan Policy Concerning Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purposes other than private study, scholarship, or research."

If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

**Source:** <http://www.odl.state.ok.us/genref/copyrite.htm>

Collection Development Policy

**Proposed and Adopted: April 16, 2015**

## H. [Minors and Internet Activity](#)

### **An Interpretation of the Library Bill of Rights**

The digital environment offers opportunities for accessing, creating, and sharing information.

The rights of minors to retrieve, interact with, and create information posted on the Internet in schools and libraries are extensions of their First Amendment rights. (See also other Interpretations of the American Library Association's *Library Bill of Rights*, including "Access to Digital Information, Services, and Networks," "Access to Library Resources and Services for Minors.")

Academic pursuits of minors can be strengthened with the use of interactive web tools, allowing young people to create documents and share them online; to upload pictures, videos, and graphic material; to revise public documents; and to add tags to online content to classify and organize information. Instances of inappropriate use of such academic tools should be addressed as individual behavior issues, not as justification for restricting or banning access to interactive technology. Schools and libraries should ensure that institutional environments offer opportunities for students to use interactive web tools constructively in their academic pursuits, as the benefits of shared learning are well documented.

Personal interactions of minors can be enhanced by social tools available through the Internet. Social networking websites allow the creation of online communities that feature an open exchange of information in various forms, such as images, videos, blog posts, and discussions about common interests.

Interactive web tools help children and young adults learn about and organize social, civic, and extra-curricular activities. Many interactive sites invite users to establish online identities, share personal information, create Web content, and join social networks. Parents and guardians play a critical role in preparing their children for participation in online activity by communicating their personal family values and by monitoring their children's use of the Internet. Parents and guardians are responsible for what their children—and only their children—access on the Internet in libraries.

The use of interactive web tools poses two competing intellectual freedom issues—the protection of minors' privacy and the right of free speech. Some have expressed concerns regarding what they perceive to be an increased vulnerability of young people in the online environment when they use interactive sites to post personally identifiable information. In an effort to protect minors' privacy, adults sometimes restrict access to interactive web environments. Filters, for example, are sometimes used to restrict access by youth to interactive social networking tools, but at the same time deny minors' rights to free expression on the Internet. Prohibiting children and young adults from using social networking sites does not teach safe behavior and leaves youth without the necessary knowledge and skills to protect their privacy or engage in responsible speech. Instead of restricting or denying access to the Internet, librarians and teachers should educate minors to participate responsibly, ethically, and safely.



The First Amendment applies to speech created by minors on interactive sites. Use of these social networking sites in a school or library allows minors to access and create resources that fulfill their interests and needs for information, for social connection with peers, and for participation in a community of learners. Restricting expression and access to interactive web sites because the sites provide tools for sharing information with others violates the tenets of the *Library Bill of Rights*. It is the responsibility of librarians and educators to monitor threats to the intellectual freedom of minors and to advocate for extending access to interactive applications on the Internet.

As defenders of intellectual freedom and the First Amendment, libraries and librarians have a responsibility to offer unrestricted access to Internet interactivity in accordance with local, state, and federal laws, and to advocate for greater access where it is abridged. School and library professionals should work closely with young people to help them learn skills and attitudes that will prepare them to be responsible, effective and productive communicators in a free society.

Adopted July 15, 2009, by the ALA Council; amended on July 1, 2014.

Source: <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/minors-internet-activity>

## I. [OK Virtual Library Collection Development Policy](#)

### Introduction

The OK Virtual Library is a digital collection of reading and listening materials. It serves the patrons of 80 public and tribal libraries in Oklahoma with populations of less than 100,000. The libraries make up the OK Virtual Consortium. The purpose of this policy is to standardize and guide selection decisions, and to inform patrons what they can expect of the collection and services offered.

The OK Virtual Library is available to cardholders of the member libraries. The populations served by these libraries include individuals of all ages who represent a multiplicity of racial and ethnic backgrounds, economic and education levels, and physical and mental abilities. The collection currently consists of over 34,000 eBooks, 7000 audio books, and 600 videos. It is hosted by the OverDrive digital content platform.

### Funding

Each library pays an annual fee to OverDrive based on population size. A portion of the annual fee goes toward system maintenance, and another portion is credited to each library to buy shared content. Funding has also been provided through grants from the Institute of Museum and Library Services.

Libraries may contribute some or all of their content credit to a centralized pool of funds, which will be expended at the discretion of the OK Virtual Library administrator with assistance from other librarians. Librarians will be chosen based on their knowledge, training, and expertise. Requests and suggestions from all libraries are considered when making purchases through the centralized account.

Member libraries who do not contribute to this account are responsible for buying titles throughout the year. The content credit of libraries that have not elected to contribute, yet have not bought titles for more than one year will be transferred to the central fund. A letter will be sent to libraries one month before this occurs notifying them of the transfer. Libraries may also use local funding sources above and beyond the annual fee to buy titles exclusively for their patrons. Should the consortium of libraries or an individual library terminate service, any titles purchased with OverDrive are non-transferrable.

### Scope of Collection

The OK Virtual Library collects popular recreational and informational materials. It does not keep materials at an archival or academic level. Selectors currently buy the following formats: Kindle eBooks, ePub eBooks, MP3 audio books, and streaming video. If any library in the consortium wishes to add formats or sign up for new licensing models not currently in the collection, the administrator of the OK Virtual Library should be contacted to discuss feasibility, funding, and possible repercussions to other libraries.

The majority of titles in the collection are in English. The number of copies of each title is based upon available funds and anticipated popularity or demand. More copies will automatically be purchased when there are more than 15 holds per one item, although the goal of the consortium should be to reduce this ratio considerably as funding allows.

Material Selection

The members of the OK Virtual Library Consortium endorse the principles documented in the *Library Bill of Rights*, *Freedom to Read*, and *Freedom to View* Statements of the American Library Association. No material that meets the OK Virtual Library’s selection criteria shall be excluded because of the origin, background, or views of the author or those contributing to its creation. Not all materials may be suitable for all members of the community. Responsibility for monitoring a child’s access to resources rests with the parent or legal guardian.

Following is a list of criteria that are considered in determining which titles should be added to the collection:

- Positive reviews or awards
- Placement on bestseller lists (New York Times, Publishers Weekly, Amazon)
- Items with high waiting lists requiring additional copies
- Anticipated community need
- Popularity and reputation of the author
- Appearance in major media outlets
- Past performance of similar titles
- Completing a series
- Patron suggested purchases
- Budget considerations
- Suggested titles and authors found in such sources as:
  - *Booklist*
  - *Publishers Weekly*
  - *Kirkus Reviews*
  - *Library Journal*
  - *School Library Journal*
  - Goodreads
  - Amazon Editors’ Picks

Selectors will use circulation activity reports, patron demand, and professional judgement to determine allocation of funds. The following budget divisions are recommended based on current trends, average checkouts, and OverDrive Collection Development Team data.

Audience	
Adult	77%
Young Adult	13%
Juvenile	10%
Format	
eBook	70%

Audio	30%
Source	
New Titles	60%
Holds/More Copies	35%
Patron Requests	5%
Category	
Fiction	80%
Nonfiction	20%

Selectors should also keep in mind the data below when making purchasing decisions.

Top Non-Fiction Subject Areas	Checkout rankings by format and audience over past year
<ol style="list-style-type: none"> <li>1. Biography and Autobiography</li> <li>2. History</li> <li>3. Religion and Spirituality</li> <li>4. Self-improvement</li> <li>5. Business</li> <li>6. Health and Fitness</li> <li>7. Cooking and Food</li> <li>8. Military</li> <li>9. Family and Relationships</li> <li>10. Humor</li> <li>11. Sociology</li> <li>12. Politics</li> <li>13. True Crime</li> <li>14. Psychology</li> <li>15. Science</li> </ol>	<ol style="list-style-type: none"> <li>1. Adult Fiction eBook</li> <li>2. Adult Fiction Audio</li> <li>3. Young Adult Fiction eBook</li> <li>4. Adult Non-fiction eBook</li> <li>5. Juvenile Fiction eBook</li> <li>6. Young Adult Fiction Audio</li> <li>7. Adult Non-fiction Audio</li> <li>8. Juvenile Fiction Audio</li> </ol> <hr/> <p>(Each item below this line comprised less than 1% of total checkouts)</p> <ol style="list-style-type: none"> <li>9. Juvenile Non-fiction eBook</li> <li>10. Streaming Video</li> <li>11. Young Adult Non-fiction eBook</li> <li>12. Young Adult Non-fiction Audio</li> <li>13. Juvenile Non-fiction Audio</li> </ol>

### Deselection

Deselecting (or weeding) is the planned process of removing items from a library collection to ensure that the collection remains current and appealing. Candidates for weeding include outdated formats no longer used by newer, more popular devices, editions that are no longer accurate because information has changed, and titles which have expired.

Due to publisher restrictions, certain titles automatically expire after a specified amount of time or number of checkouts. Since these titles remain viewable by patrons even though they are no longer available, this can create a frustrating user experience as there are not enough funds to

repurchase all expiring items. Titles which have displayed poor performance will be weeded from the collection and not considered for re-purchase. This includes titles expiring after 1 year with less than 5 checkouts and titles expiring after 2 years with less than 10 checkouts. Titles which are no longer for sale will also be deleted from the patron site.

#### Requests for Reconsideration

Should a library card holder express concern about the suitability or classification of a particular title, he or she should first be informed of the ability to change the maturity level in account settings. OverDrive also offers separate children's and teen sites. If the patron still wishes to make a formal reconsideration request, the patron should be directed to fill out the Reconsideration of Materials Form found in this document. The form should be sent to the OK Virtual Library Administrator. A committee, which will include at least one librarian from the patron's home library, will be formed to review the request. The decision made by the committee will be final.

#### Policy Revision

This policy will be reviewed yearly by the OK Virtual Library Collection Development Committee. The committee will be comprised of the consortium administrator and volunteers who will be appointed based on experience and involvement with purchasing titles for the OK Virtual Library. The policy will be revised to reflect emerging best practices in digital library collection management, and to keep pace with new developments. Should the OK Virtual Library change/add content type or licensing models the committee is to convene to revise this policy pertaining to these changes.

OK Virtual Library Reconsideration of Materials Form

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

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

Home library: \_\_\_\_\_

Email: \_\_\_\_\_

Library card number: \_\_\_\_\_

Title and author of material: \_\_\_\_\_

\_\_\_\_\_

What brought this title to your attention? \_\_\_\_\_

\_\_\_\_\_

Did you read, listen to, or view the entire title? \_\_\_\_\_

What concerns you about this title? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

To what audience do you think it is aimed? \_\_\_\_\_

Are you aware of reviews of this title? \_\_\_\_\_

Are you aware of the OK Virtual Library's Collection Development Policy? \_\_\_\_\_

What action would you recommend be taken regarding the use of this title

\_\_\_\_\_

\_\_\_\_\_

Please send form to Andrea Kane, Stillwater Public Library, 1107 S. Duck St. Stillwater, OK 74074  
[akane@stillwater.org](mailto:akane@stillwater.org)

## Using OverDrive Marketplace for Consortium Libraries

OverDrive Marketplace is the website where all purchases and reports pertaining to the collection are made. It is also where requests for support are submitted. Any library joining the OK Virtual Consortium must become familiar with using this site.

### Ordering

- Marketplace is where you will search for titles and add them to carts. When looking at a title record in Marketplace, it will show you if we already own it as a one copy/one user title (OC/OU), a metered access title (MA), or if it is expired (it does not show ownership, but lists total number of past checkouts).
- If we already own a one copy/one user item and there are no holds, there is no reason to buy it again.
- After making a cart, it should be submitted in a timely fashion. Other libraries may not know if they should proceed with ordering a title if they see that it is in a cart. Carts with no activity for 2 months will be deleted.
- Order Regularly: Distributing spending throughout the year allows your library the flexibility to respond to patron demand more easily.
- Choose quality over quantity: We now have over 40,000 items and are no longer in the phase of building a collection from scratch. There is a wide range of price points to choose from. You might feel hesitant to buy the more expensive titles, but if they are the ones that have high demand, it is preferable to get those than buy several cheaper titles that have limited appeal or interest.
- Respond to patron demand: look at holds, expired titles with holds, and titles that have been recommended by more than one patron/library.
- Be aware of trends: Follow the selection guidelines in the collection development policy, monitor new releases and bestsellers on websites and in the media, and look at circulation reports in Marketplace.
- Complete series: Do not buy number 4 in a series, if we do not yet own 1-3.
- Buy a variety of titles: Whenever you make a purchase, your titles are displayed under the New eBooks link on the patron website. If you usually only buy one type of book or format, please use the collection guidelines to branch out.

### Reports

Click on the *Insights* tab to see reports on collection usage, holds, recommendations, and library statistics. This is where all of the information for the yearly State Aid report is found.

### Holds

There is simply not enough funding in the centralized account to fulfill all of the holds we should be getting. It is the responsibility of all libraries ordering shared titles to look at holds and assist with purchasing more copies. Lowering the number of holds and increasing availability benefits everyone in the group. Remember, your library patrons are using materials purchased by other libraries, and other libraries are using materials purchased by your library.

Holds can be seen by clicking on the *Current Waiting List* report in Marketplace. Run the report for All Branches and click Update. To get the most accurate information on purchasing needs, sort the list by clicking on *Cons Ratio* (consortium ratio) and then the down arrow for *Sort Descending*. Titles with the highest ratio of holds to number of copies should take precedence.

### Expiring titles

Metered access titles expire after a certain number of checkouts and/or time. After expiration they remain on the patron website and cardholders can still place holds, even though the titles are no longer available. Libraries who frequently buy expiring titles (this includes almost all romance and Christian fiction) should spend part of their yearly budget to re-purchase expired titles with holds as there is not enough money in the centralized account to fulfill all of these.

To find expired titles with holds:

- OverDrive emails out a new list of expiring titles every Monday.
- OverDrive creates carts in Marketplace called OD Metered Alert every Monday.
- Do an Advanced Search in Marketplace. Change Holdings to “In collection and 0 days remaining”, or “In collection and 0 checkouts remaining.” Change Holds to “1 or more.” Hit Search.

Simon & Schuster, Scholastic, and Macmillan all carry titles that expire after 12 or 24 months no matter how many times something checked out. If you order an eBook from one of these publishers it should be a must-have item. The majority of expired titles by time with low total checkouts (as mentioned above under Deselection) are Juvenile and Non-fiction. With the exception of the most popular titles, there is not enough demand to justify buying titles from these publishers in these categories.

### Recommendations

Patron requests can be found in *Insights/Reports* under *Recommendations*. Running the report by Title will rank them by how many requests they have received. You can also run a new report by branch to see only what your patrons have requested. Please note: a new report must be run each time you look at it to refresh the list. Patrons are limited to requesting no more than 10 titles per month.

### Pre-orders

Pre-release titles do not become available until the street date, and libraries who order them will not receive an invoice until after that time. Since they can be seen on the patron site as soon as they are purchased, they should not be bought more than 1 month before street date so that unfulfilled holds do not build up.

### Library Lending Policies

See *Help, Library Lending Policies* on the OK Virtual Library website

### Technical Support



Libraries should familiarize themselves with both the *Help* section in the OK Virtual Library site and the *Support* section in Overdrive Marketplace for answering questions and solving most issues. Online forms for submitting questions and contact information for OverDrive representatives are found here. Questions regarding billing and invoicing are also submitted in this section. Reaching out to other libraries is also acceptable as time allows.

Patrons needing help will be directed to the primary contact listed for each library. Each member library is expected to help its own patrons to the greatest extent possible, and should not refer them to other OKVL libraries.

To request additional Marketplace logins, email the consortium administrator (currently [akane@stillwater.org](mailto:akane@stillwater.org))

J. [Reconsideration of Materials Form](#)

## K. [Cable One Technologies Acceptable Use Policy](#)

### **Cable One Technologies Acceptable Use Policy**

*Last modified: January 18, 2018*

*Important note: Cable One, Inc., may revise this Acceptable Use Policy, as well as its Open Internet Disclosure Statement, general Terms and Conditions of service, and any other policies or disclosures, from time to time without notice through revisions posted at [business.cableone.net](http://business.cableone.net). Accordingly, users of the Cable ONE Business services should consult this website regularly regarding their rights and obligations and to ensure that their activities conform to the most recent version. In the event of a conflict between any subscriber agreement and this policy, the terms of this policy will govern. Questions regarding this policy can be directed to [legal@cableone.net](mailto:legal@cableone.net). Complaints of violations of this policy by Cable ONE Business users can be directed to [abuse@cableone.net](mailto:abuse@cableone.net). Visit [business.cableone.net/open-internet](http://business.cableone.net/open-internet) to review our Network Management and Open Internet Disclosure Statement.*

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#### Introduction

Cable ONE provides a variety of Business Internet services to businesses (the "Services") that allows subscribers to connect to the Internet through a high-speed Internet access connection. The Services use resources that are shared with many other customers and each user benefits by being able to share these resources. However, as with any resource, the benefits provided must be balanced with duties and responsibilities so that all users can rely on them for a productive experience. Use of the Services therefore is subject to the rules and guidelines set forth below. Each customer of Cable ONE is responsible for ensuring that the use of all Services provided to such customer complies with this Acceptable Use Policy (the "Policy"). ANY USER WHO DOES NOT AGREE TO BE BOUND BY THESE TERMS SHOULD IMMEDIATELY STOP USE OF THE SERVICES AND NOTIFY THE CABLE ONE CUSTOMER CARE DEPARTMENT SO THAT THE USER'S ACCOUNT MAY BE CLOSED.

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#### I. Prohibited uses and activities

In general, the Policy prohibits uses and activities involving the Services that are illegal, infringe the rights of others, interfere with or diminish the use and enjoyment of the Services by others, or impede Cable ONE from providing the Services or operating its business, or that otherwise conflict with Cable One's Open Internet Disclosure Statement or any other published policies. These prohibited uses and activities include, but are not limited to, using the Services, customer-provided equipment, or equipment provided by Cable ONE, either individually or in combination with one another, to:

#### a. Conduct and information restrictions

Undertake or accomplish any unlawful purpose including, but not limited to, posting, storing, transmitting or disseminating information, data or material which is libelous, obscene, unlawful, threatening or defamatory, or which infringes the intellectual property rights of any person or entity, or which in any way constitutes or encourages conduct that would constitute a criminal offense, or otherwise violate any local, state, federal, or non-U.S. law, order, or regulation;

Post, store, send, transmit, or disseminate any information or material which a reasonable person could deem to be indecent, pornographic, harassing, threatening, hateful, or intimidating;

Upload, post, publish, transmit, reproduce, create derivative works of, or distribute in any way information, software or other material obtained through the Services or otherwise that is protected by copyright or other proprietary right, without obtaining permission of the owner;

Transmit unsolicited bulk or commercial messages commonly known as "spam" that do not comply with the federal CAN-SPAM Act;

Send numerous copies of the same or substantially similar messages, empty messages, or messages which contain no substantive content, or send very large messages or files that disrupts a server, account, newsgroup, or chat service;

Initiate, perpetuate, or in any way participate in any pyramid or other illegal scheme;

Participate in the collection of e-mail addresses, screen names, or other identifiers of others (without their prior consent), a practice sometimes known as spidering or harvesting, or participate in the use of software (including "spyware") designed to facilitate this activity;

Collect responses from unsolicited bulk messages;

Falsify, alter, or remove message headers;

Falsify references to Cable ONE or its network, by name or other identifier, in messages;

Impersonate any person or entity, engage in sender address falsification, forge anyone else's digital or manual signature, or perform any other similar fraudulent activity (for example, "phishing");

Violate the rules, regulations, or policies applicable to any network, server, computer database, or Web site that you access;

#### b. Technical restrictions

Access any other person's computer or computer system, network, software, or data without his or her knowledge and consent; breach the security of another user or system; or attempt to circumvent the user authentication or security of any host, network, or account. This includes, but is not limited to, accessing data not intended for you, logging into or making use of a server or account you are not expressly authorized to access, or probing the security of other hosts, networks, or accounts without express permission to do so;

Use or distribute tools or devices designed or used for compromising security, such as password guessing programs, decoders, password gatherers, unauthorized keystroke loggers, analyzers, cracking tools, packet sniffers, encryption circumvention devices, or Trojan Horse programs. Unauthorized port scanning is strictly prohibited;

Distribute programs that make unauthorized changes to software (cracks);

Service, alter, modify, or tamper with Cable ONE Equipment or Services or permit any other person to do the same who is not authorized by Cable ONE;

#### c. Network and usage restrictions

Restrict, inhibit, or otherwise interfere with the ability of any other person, regardless of intent, purpose or knowledge, to use or enjoy the Services, including, without limitation, posting or transmitting any information or software which contains a worm, virus, or other harmful feature, or generating levels of traffic sufficient to impede others' ability to use, send, or retrieve information;

Restrict, inhibit, interfere with, or otherwise disrupt or cause a performance degradation, regardless of intent, purpose or knowledge, to the Service or any Cable ONE (or Cable ONE supplier) host, server, backbone network, node or service, or otherwise cause a performance degradation to any Cable ONE (or Cable ONE supplier) facilities used to deliver the Services;

Resell the Services or otherwise make available to anyone outside the Premises the ability to use the Services (for example, though Wi-Fi or other methods of networking), in whole or in part, directly or indirectly;

Connect Cable ONE equipment to any computer outside of your Premises;

Interfere with computer networking or telecommunications service to any user, host or network, including, without limitation, denial of service attacks, flooding of a network, overloading a service, improper seizing and abusing operator privileges, and attempts to "crash" a host;

You may not configure the Services or any related equipment to access or use a static Internet Protocol (IP) address or use any protocol other than dynamic host configuration protocol (DHCP) unless you are subject to a Service plan that expressly permits you to do so;

Engage in Excessive Use, as defined below.

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## II. Customer conduct and features of the service

### *What are your obligations under this Policy?*

You are responsible for any misuse of the Services that you have contracted for, even if the inappropriate activity was committed by a friend, family member, guest, employee or customer with access to your account. Therefore, you should take steps to ensure that others do not gain unauthorized access to the Services and ensure that users you have authorized do not engage in any of the "Prohibited Uses and Activities" identified above.

You are solely responsible for the security of any device you choose to connect to the Services, including any data stored on that device. Cable ONE recommends that any files or services you choose to make available for remote access be protected with a strong password, personal firewall or as otherwise appropriate.

### *How Does Cable ONE address inappropriate content and transmissions?*

There may be content on the Internet or otherwise available through the Services which may be offensive to some individuals, or which may not be in compliance with all federal, state and local laws, regulations and other rules. For example, it is possible to obtain access to content which is pornographic or offensive. Cable ONE does not assume any responsibility for the content contained on the Internet or otherwise available through the Services. You must assume the risk of accessing content through the Services and Cable ONE shall not have any liability for any claims, losses, actions, damages, suits or proceedings arising out of or otherwise relating to access to such content. Business customers may want to use a program capable of restricting access to sexually explicit or offensive material on the Internet. Content questions or complaints should be addressed to the content provider. You are solely responsible for any information which you publish on the web or other Internet services. You must ensure that the recipient of the content is

appropriate. For example, you must take appropriate precautions to prevent minors from receiving inappropriate content. Cable ONE reserves the right to refuse to post or to remove any information or materials, in whole or in part, that it, in its sole discretion, deems to be offensive, indecent, or otherwise inappropriate regardless of whether such material or its dissemination is unlawful. Cable ONE does not have any obligation to monitor transmissions made on the Services. However, Cable ONE does have the right to monitor such transmissions from time to time and to disclose the same in accordance with your subscriber agreement and when required to do so by valid legal process. By using the Services to reproduce, publish, display, transmit and distribute content, a user is warranting that the content complies with this Policy and authorizing Cable ONE to reproduce, publish, display, transmit and distribute such content as necessary for Cable ONE to deliver the content in a timely manner.

#### *What requirements apply to Electronic Mail?*

The Services may not be used to distribute e-mail or other forms of communications in violation of the "Prohibited Uses and Activities" described above. This includes, but is not limited to, bulk mailing of commercial advertising, informational announcements, charity requests, and petitions for signatures and political or religious messages that do not comply with the federal CAN-SPAM Act. Such messages may only be sent to those who have explicitly requested them. The Services may not be used to send messages to any individual who has indicated that he/she does not wish to receive messages from you. The Services may not be used to collect responses from unsolicited email sent from accounts on other Internet hosts or email services which violates this Policy or the acceptable use policy of any other Internet service provider. Moreover, unsolicited email may not direct the recipient to any web site or other resource which violates this Policy. You may not create a username or email address that, in the sole judgment of Cable ONE, is pornographic, patently offensive or misleading. You may not reference the Cable ONE network in the email address or in the content of the email itself (e.g., by sending mail from a ".cableone.net" email address, including "Organization: Cable ONE " in the subject line or in the email itself, or by listing an IP address that belongs to the Cable ONE network) in any unsolicited email even if that email is not sent through the Cable ONE network. In the event that Cable ONE believes in its sole discretion that any subscriber name, account name, or e-mail address (collectively, an "identifier") on the Service may be used for, or is being used for, any misleading, fraudulent, or other improper or illegal purpose, Cable ONE (i) reserves the right to block access to and prevent the use of any of these identifiers, and (ii) may at any time require any customer to change his or her identifier. Cable ONE may at any time reserve any identifiers on the Service for Cable ONE's own purposes. Cable ONE is not responsible for the forwarding of email sent to any account which has been suspended or terminated. Such email will be returned to sender,

ignored, deleted, or stored temporarily at Cable ONE's sole discretion. Cable ONE is not responsible for deleting or forwarding any e-mail sent to the wrong e-mail address by you or by someone else trying to send e-mail to you. In addition, Cable ONE may suspend or delete a Cable ONE email address after three (3) months of inactivity or other evidence of non-use.

*What requirements apply to instant, video, and audio messages?*

Each user is responsible for the contents of his or her instant, video, and audio messages and the consequences of any of these messages. Cable ONE assumes no responsibility for the timeliness, misdelivery, or deletion of, or any failure to store, these messages. In the event that a Service account is terminated for any reason, all instant, video, and audio messages associated with that account (and any secondary accounts) will be permanently deleted as well.

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### III. Network management and limitations on bandwidth consumption and data storage

The Cable ONE network is designed for typical usage by a typical business user. Computer activity resulting in excessive or sustained bandwidth consumption may burden the network and such usage may be restricted. Bandwidth on our network is a limited, shared resource among subscribers, unless you are subject to a Service plan that provides dedicated Services. Because we seek to provide the Services at a reasonable cost to the largest number of users, the use of our network is subject to fair and reasonable usage guidelines. Users are expected to refrain from consumption that is disproportionate to the consumption of other similar users and more than the consumption for which their Service plan is designed. With the exception of fiber customers, in all cases, consumption greater than 8 terabytes per month is considered disproportionate and excessive. Users must ensure their activity does not improperly restrict, inhibit, or degrade any other user's use of the Services nor represent (in the sole but reasonable judgment of Cable ONE) an unusually large burden on the network itself. In addition, users must ensure that their activity does not improperly restrict, inhibit, disrupt, degrade or impede Cable ONE's ability to deliver the Services and monitor the Services, backbone, network nodes, and/or other network services. Cable ONE may respond to such activities and excessive consumption by taking a variety of actions including but not limited to requiring the User to move to a fiber solution, upgrade or downgrade the User's Plan or if the User refuses any of the above actions, terminate the User's service. In circumstances where immediate action is necessary to protect the network, Cable ONE may terminate a User's service without prior notice. Cable ONE is committed to ensuring that each customer has equal access to our network to meet its needs as indicated by its selected Service plan.



#### *How does Cable ONE track usage?*

We collect data on customer traffic pattern usage through the use of traffic management software. Cable ONE reserves the right to conduct tests to improve network security, to enhance the performance of our network, and to determine whether to make available new service offerings. These technical tests are performed almost continuously and without notice. All customer traffic or other collected data shall be subject to Cable One's privacy policy and applicable law.

#### *What is Excessive Use?*

Excessive use means bandwidth or data usage that is consistently higher than fair and reasonable usage given the purchased Services plan for shared services (this does not apply to dedicated Services). Excessive Users consume so much data that their usage could negatively impact the Services provided to other customers. Excessive Users demonstrate sustained usage patterns at high volumes over many hours. These patterns are consistent with unattended usage and create a costly burden on the network, especially during peak usage hours.

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#### IV. Violation of this acceptable use policy

##### *What happens if you violate this policy?*

Cable ONE reserves the right to suspend or terminate the Services and your Services Agreement if you violate the terms of this Policy or the Services Agreement.

##### *How does Cable ONE enforce this Policy?*

Cable ONE does not routinely monitor the activity of accounts for violation of this Policy. However, in our efforts to comply with applicable law and promote good citizenship within the Internet community, we will respond appropriately if we become aware of inappropriate use of our Services. If we receive notice under the Digital Millennium Copyright Act, 17 U.S.C. sec. 512, that you have allegedly infringed the intellectual property rights of a third party, we retain the right to take down or disable access to the allegedly infringing material. In complying with applicable law in this area, it is our policy, in appropriate circumstances, to terminate the accounts of subscribers who repeatedly infringe the intellectual property rights of third parties. We also will take such other action as appropriate under the circumstances to preserve our rights.

Although Cable ONE has no obligation to monitor the Services and/or the network, Cable ONE reserves the right to monitor bandwidth, usage, and content from time to time to operate the Services; to identify violations of this Policy; and/or to protect the network and Cable ONE users. Cable ONE prefers to advise customers of inappropriate behavior and

request that customers take any necessary corrective action. However, if the Services are used in a way which Cable ONE, in its sole but reasonable discretion, believes violate this Policy, Cable ONE may take any responsive actions it deems appropriate. Such actions include, but are not limited to, temporary or permanent removal of content, cancellation of newsgroup posts, filtering of Internet transmissions, and the immediate suspension or termination of all or any portion of the Services. Cable ONE will not have any liability for any such responsive actions.

The above described actions are not Cable ONE's exclusive remedies and Cable ONE may take any other legal or technical action it deems appropriate. Cable ONE reserves the right to investigate suspected violations of this Policy, including the gathering of information from the user or users involved and the complaining party, if any, and examination of material on Cable ONE's servers and network. During an investigation, Cable ONE may suspend the account or accounts involved and/or remove material which potentially violates this Policy. You hereby authorize Cable ONE to cooperate with (i) law enforcement authorities in the investigation of suspected criminal violations, and (ii) system administrators at other Internet service providers or other network or computing facilities in order to enforce this Policy. Such cooperation may include Cable ONE providing the username, IP address, or other identifying information about a subscriber. Upon termination of an account, Cable ONE is authorized to delete any user ID, files, programs, data and email messages associated with such account.

The failure of Cable ONE to enforce this Policy, for whatever reason, shall not be construed as a waiver of any right to do so at any time. You agree that, if any portion of this Policy is held invalid or unenforceable, that portion will be construed consistent with applicable law as nearly as possible, and the remaining portions will remain in full force and effect. This Policy shall be exclusively governed by, and construed in accordance with, the laws of the State of Arizona.

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## V. Miscellaneous provisions

### *Cable modems*

Cable ONE strives to produce a high level of reliability, stability and security for our Services subscribers. The cable modem is a critical network element which we constantly evaluate for compatibility and performance. Due to technical limitations, changes to our network, discontinued support by manufacturers, regulatory obligations, or defects, certain cable modem models that previously were certified may be deemed to no longer be suitable for our network. If you own your modem and in our sole but reasonable

discretion it becomes unsuitable for any of these or other reasons, it will be your responsibility to obtain a new modem. Cable ONE's support web site maintains a current list of certified modems for use on its network. Cable ONE reserves the right to upgrade, via software download and without subscriber notification, all cable modems currently connected to its network.

#### *Communication*

Cable ONE may choose to communicate with you regarding these policies using a variety of methods including email to your Cable ONE email address or in-browser notices. In-browser notices are an effective way to quickly alert you to important service-impacting issues. These notices may require you to acknowledge receipt of the message or log into your Cable ONE account for more information.

#### *Limitations of liability*

Cable ONE will make reasonable efforts to provide customer with uninterrupted and error-free service. Nonetheless, there are numerous factors that could affect the Service. Temporary interruptions of the Services may occur as normal events in the provision of the Services. Cable ONE reserves the right to interrupt the Services usually between the hours of 1am to 5am (MST or Local) for maintenance purposes. Also understand that Cable ONE has no control over the networks, facilities or services of third parties and that delays and disruptions involving them are completely beyond Cable ONE's control. As to Cable ONE's own equipment and software, failure may occur without warning due to causes ranging from our own errors to malicious attack. While Cable ONE employs virus and spam checking software, the speed of new virus and spam creation is such that Cable ONE does not represent or warrant that traffic on its network will be virus or spam free. In light of that, your use of the Services is at your own risk and the Services are provided without warranty or guarantee of any kind either expressed or implied, including warranties of merchantability and fitness for a particular purpose.

Without limiting the foregoing, Cable ONE and its affiliates will not be liable for any interruptions in Services or failure to perform or partial performance that results in corrupted transmissions and will not be responsible for consequential damages of any sort. In any event, Cable ONE's liability to you for all potential claims will not exceed the total amount of service fees paid during the preceding three months. Nothing in this Agreement gives you any interest, title or license in the user ID, electronic mail address or IP address that is used in conjunction with the Services.

VI. Attachments

A. Library Card Application Form

<b>Library Use</b>
Last Name: _____
Card Number: _____

**Margaret Carder Public Library  
Library Card Application Only**

Name of Applicant \_\_\_\_\_ Date \_\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_  
Gender: \_\_\_\_\_ Birth Date (Required for Child Applicant): \_\_\_\_\_

<b>Email and/or Text Message Reminders</b>
Email Address: _____
Mobile Provider: _____

\_\_\_\_\_ **I would like access to DVDs for a onetime twenty dollars (\$20.00) fee. I have read the Margaret Carder Library DVD policy and agree to the terms stated therein.**

Please notify the library staff of changes in above information.

BY SIGNING THIS AGREEMENT FOR MYSELF OR MY CHILD, I AGREE THAT:

- I will abide by library rules. My child will abide by library rules. Parents and guardians are responsible for their juvenile children while their children are at the library. Children who are unable to look out for their own safety shall not be left unattended at the library. In no event may children 7 years of age or under be left unattended in the library.
- I assume responsibility for the materials/equipment checked out on this card number and I will return all materials/equipment or pay for all damaged or lost items charged to this card. I understand a fine of \$.05 per day per item will be charged on all overdue materials/equipment. I may be denied library service for outstanding fines in lost, damaged or overdue items. I understand a \$1.00 fee will be charged for replacing a lost library card if cards are issued.
- **Fifty cent (50) cents per day will be charged for any overdue DVDs. The maximum fine charged will be the cost of the DVD.**
- **Each patron with DVDs access will be required to pay a onetime twenty dollars (\$20.00) fee non-refundable for the access.**
- **The charge for a lost DVD case will be one dollar (\$1.00).**
- **Patrons will be charged the replacement cost for lost/damaged DVDs.**
- **I will not hold the library responsible for any damage that borrowed items might cause my own equipment.**

**B. [Internet User Application Form](#)  
FOR USERS UNDER 18 YEARS OF AGE**

For users under 18 years of age, the undersigned parent, a guardian or a legal caregiver further acknowledges that a child may find Internet materials that are offensive to the child or to the parent, a guardian or a legal caregiver. The parent, a guardian or a legal caregiver agrees to assume complete responsibility for the Internet activities of his/her child. Margaret Carder Public Library assumes no liability for any damages, direct or indirect, that may occur to any child (or the child's data) as a result of being connected to any Internet services at the Library.

**MODIFICATION OF POLICY**

The Margaret Carder Public Library reserves the right to modify this policy at any time.

**INTERNET USER APPLICATION FORM**

I apply for the right to access the Internet at the Margaret Carder Public Library and assume responsibility to comply with the policy and rules. I understand that failure to comply with the policy and rules may result in the termination of my right to use the Internet at the Library.

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

**PARENT'S SIGNATURE**

By signing below I am allowing my child access to the Internet at the Margaret Carder Public Library.

I understand the policy and the rules listed above. I understand that the Library accepts no responsibility for what my child researches and locates on the Internet.

Parent's (or guardian) Signature (required for users under 18) \_\_\_\_\_

Approved on March 02, 2004  
Revised on May 1, 2007  
Revised on April 26, 2011  
Approval by the City of Commissioners

C. [Entertainment Software Application Form](#)

**Entertainment Software Usage Policy**

I apply for the right and privilege to borrow entertainment software for in library usage at the Margaret Carder Library, and assume responsibility to comply with all current and future policies and rules regarding entertainment software. I understand that failure to comply with any current or future policies or rules may result in the termination of my right to access entertainment software at the library.

8. I agree not to use any third party tools or software to edit or modify any software or hardware. This includes but is not limited to mods, hacks, trainers, and save editors.
9. I agree not to violate the terms of service of any of the library's software or hardware.
10. I agree to make no attempts to circumvent any restrictions or controls placed on my account.
11. I will not attempt to access any account other than my own.
12. I acknowledge that I am responsible for the cost of replacing any damaged hardware or media damaged or lost while loaned out to me.
13. I agree not to remove any hardware or media from the building and to return any loaned hardware or media to a librarian when my time is done.
14. I acknowledge that Margaret Carder Library makes no guarantee or assumes any responsibility regarding the damage or loss of any data stored on library hardware or media.

• **Modification of Policy**

The Margaret Carder Public Library reserves the right to modify these rules and policies at any time.

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**For Users Under 18 Years of Age**

For users under 18 years of age, the undersigned parent (or guardian) further acknowledges that entertainment software may expose a child to material that either the child or parent find offensive. The parent agrees to assume all responsibility for the child's entertainment software activities. Margaret Carder Library and its staff assumes no liability for any damages, direct or indirect, that may occur to any child (or the child's data) while interacting or viewing entertainment software services at the library. However, at a parent's request the library will enable parental controls, if available, to restrict a child's access by ESRB rating. Simply fill out the Entertainment Software Restricted Access Form on the back.

**Parent's (or Guardian) Signature:** \_\_\_\_\_

**D. Request for Reconsideration of Materials**

The Library Board of Directors of the Margaret Carder Library has delegated the responsibility for selection and evaluation of library resources to the Library Director and has established reconsideration procedures to address concerns, from city residents, about these resources. Completion of this form is the first step in these procedures. If you wish to request review of a library resource complete this form and return it to the reference desk or mail to:

Margaret Carder Library,  
Attention: Director Librarian  
201 W. Lincoln St.  
Mangum, OK. 73554.

Customer Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Phone \_\_\_\_\_

Are you a resident of the Greer County, OK? A. Yes B. No

1. Resource on which you are commenting:

- Book
- Video Game
- Magazine
- DVD
- Audio Book
- Newspaper
- Computer Software
- Other

Title

\_\_\_\_\_

Author/Artist/Producer

\_\_\_\_\_

What brought this resource to your attention?

\_\_\_\_\_

Have you examined the entire resource?

Yes  No

What concerns you about the resource?

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5. Are there resources you suggest to provide additional information and/or other viewpoints on this topic?

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Signature: \_\_\_\_\_

**Revised: April 16, 2015**



E. Meeting Reservation Form

MARGARET CARDER LIBRARY  
MEETING RESERVATION FORM

1. Usage of the meeting room is free of charge during the hours the library is open.
2. In the event that a meeting begins while the library is open but does not conclude until after the library has closed, a charge may be required.
3. The meeting room is not to be used for any profit-making purposes.
4. Light refreshments are allowed in the meeting room.
5. Smoking is not permitted.
6. Users of the meeting room are asked to help maintain its cleanliness.
7. Users will be responsible for any damage.
8. This form must be filled out at the library prior to room usage.

Name of  
Organization \_\_\_\_\_

Reserved by \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Reserved for Date \_\_\_\_\_ Time \_\_\_\_\_

F. Overdue Notice

MARGARET CARDER LIBRARY  
201 W. Lincoln St.  
Mangum, OK 73651  
580-782-3185

DATE \_\_\_\_\_

Dear \_\_\_\_\_

We value your patronage at Margaret Carder Library very much. However the problem of overdue books has become a very serious and expensive problem.

First Notice (30 days overdue): Notice informing patrons of their overdue items.

Second Notice (60 days overdue): Notice with an estimated cost of overdue items.

Bill Notice (90 days overdue): Notice that includes a copy of the library theft law and estimated cost of overdue items.

On November 1, 1988 House Bill 1173, which is a Library Theft Bill, went into effect. This bill states that it is a misdemeanor to steal or deface library materials. This also pertains to patrons who suffer from "**overdue book syndrome**". This bill defines library theft as willful failure to return materials within seven days following the library's demand for the return of items.

Persons convicted under the law will be subject to a fine, restitution, or both. Theft or destruction of materials worth \$500.00 or less carries a fine of up to \$1,000.00.

You have overdue library materials that need to be returned within 7 (SEVEN) days from the date of this letter.

Listed below are the library materials that are overdue according to our records. If you have lost the materials, or they have been damaged, restitution must be made.

Please contact us within 7 (SEVEN) days, if not they will be considered lost and you will be billed. The staff will be happy to work with you in arranging a payment plan.

If books are not returned within this time period, or arrangement for payment is not made action will be taken in accordance with the new theft bill explained above.

Thank you,  
Library Staff

Board of Directors

Proposed and Adopted October 23, 2008

Revised April 16, 2015

G. Permission to Videotape/Photograph Form

**Permission to Videotape/Photograph**

I \_\_\_\_\_ am 18 years or older:  
(Adult Name, Please Print)

I \_\_\_\_\_ am the parent, legal guardians, or legal  
caregivers  
(Adult Name, Please Print)

\_\_\_\_\_

Child Name	Age
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By signing the registration form, permission is granted to the City of Mangum and Margaret Carder Library to use any photographs in any Margaret Carder Library promotional material (e.g., brochures, website, video PSAs). I am (or my child is) waive any right to inspect or approve any use of the photographs. On behalf of myself (or my child) and all other persons or entities, I release and forever discharge the City of Mangum and its employees, officials, and agents from any and all claims, demands, or causes of action of any kind or nature arising from the use of the photographs under this release. I give my permission with the following understanding: No compensation of any kind will be paid to me (or my child) at this time or in the future for the use of my (or my child's) likeness. I have read this document and understand its contents. \*Be assured that no last names will be used to identify you and/or your child.

Permission is not required to take part in city events

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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

City: \_\_\_\_\_ Zip: \_\_\_\_\_

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

H. [Witness to Customer Accident Form](#)

**Witness to Customer Accident Form**

This form is to be filled out by all City employees who witnessed a customer accident, and by other persons as deemed appropriate.

Today's date: \_\_\_\_\_ Name of witness: \_\_\_\_\_

If customer, address: \_\_\_\_\_

If customer, daytime phone: \_\_\_\_\_ Date of accident: \_\_\_\_\_

Describe what you observed: \_\_\_\_\_

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What action, if any, did you take: \_\_\_\_\_

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I. Bomb Threats – Questions To Ask

**BOMB THREATS – QUESTIONS TO ASK**

Report Call Immediately to Police Department 782-3382 or 911.

Note: If the building is being evacuated, take this form with you as you leave.

1. When is bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THE THREAT:

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Sex of Caller: \_\_\_\_\_ Race: \_\_\_\_\_ Age: \_\_\_\_\_

Length of Call: \_\_\_\_\_ Number at Which Call is Received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

CALLER'S VOICE:

- |                |                       |
|----------------|-----------------------|
| _____ Calm     | _____ Nasal           |
| _____ Angry    | _____ Stutter         |
| _____ Excited  | _____ Lisp            |
| _____ Slow     | _____ Rasp            |
| _____ Rapid    | _____ Deep            |
| _____ Soft     | _____ Ragged          |
| _____ Loud     | _____ Clearing throat |
| _____ Laughter | _____ Deep breathing  |
| _____ Crying   | _____ Cracking voice  |
| _____ Normal   | _____ Disguised       |
| _____ Distinct | _____ Accent          |
| _____ Slurred  | _____ Familiar        |

If voice is familiar, who did it sound like?

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Background Sounds:

- |   |  |
|---|--|
| <input type="checkbox"/> Street Noises    | <input type="checkbox"/> Factory Machinery |
| <input type="checkbox"/> Crockery         | <input type="checkbox"/> Animal Noises     |
| <input type="checkbox"/> Voices           | <input type="checkbox"/> Clear             |
| <input type="checkbox"/> PA system        | <input type="checkbox"/> Static            |
| <input type="checkbox"/> Music            | <input type="checkbox"/> Local             |
| <input type="checkbox"/> House Noises     | <input type="checkbox"/> Long Distance     |
| <input type="checkbox"/> Motor            | <input type="checkbox"/> Booth             |
| <input type="checkbox"/> Office Machinery | <input type="checkbox"/> Other:            |

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Threatening Language:

- |   |   |
|---|---|
| <input type="checkbox"/> Well Spoken (educated) | <input type="checkbox"/> Incoherent                   |
| <input type="checkbox"/> Foul                   | <input type="checkbox"/> Taped                        |
| <input type="checkbox"/> Irrational             | <input type="checkbox"/> Message read by threat maker |

Remarks: \_\_\_\_\_

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Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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

Position: \_\_\_\_\_ Phone Number: \_\_\_\_\_

J. Disruptive Customer Report

**Disruptive Customer Report**

This report form is to be completed by staff immediately after the occurrence.

Date of Occurrence: \_\_\_\_\_ Time: \_\_\_\_\_ am/pm

Name of complainant: \_\_\_\_\_ Phone: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP code: \_\_\_\_\_

Witnesses:

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP code: \_\_\_\_\_

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP code: \_\_\_\_\_

Please describe completely the event and your actions. Please provide information on Who, Where, What, How and Why. Continue on second sheet if necessary.

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Name of person completing this form

(Please print): \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_