



POLK COUNTY LIBRARY

Policy Manual

MISSION

The mission of the Polk County Library is to provide materials and service to county residents of all ages for personal enrichment, enjoyment, and educational needs. The library provides access to a collection of books and other materials to serve these needs, especially a place for young children to discover the joy of reading and the value of libraries.

Updated: October 2017

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Mission Statement

The mission of the Polk County Library is to a wide variety of materials and service for county residents of all ages for personal enrichment, learning, enjoyment, research, and educational needs.

Vision Statement

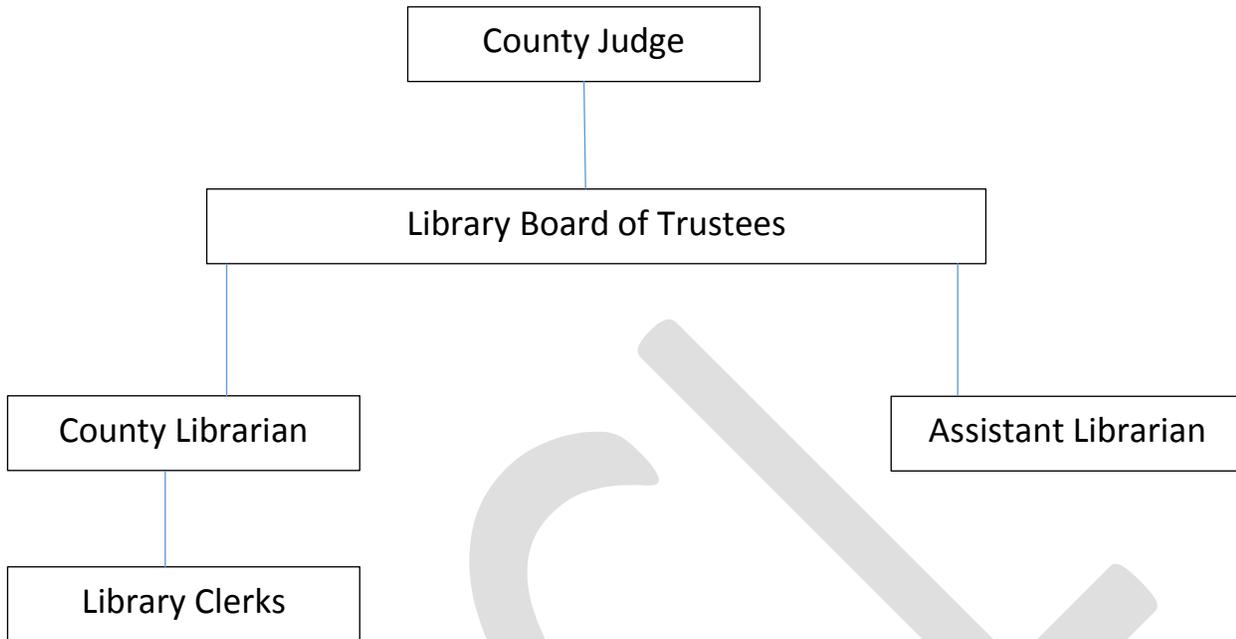
The vision of the Polk County Library is to treat all persons with respect and the assimilation and distribution of materials with an emphasis

- on stimulating children's appreciation for reading and learning,
- promoting lifelong literacy
- and affirming the historical significance of our county.

The library endorses ALA's [Freedom to Read Statement](#).



Organizational Chart



The position of County Librarian is an administrative position which may be a regular full-time or regular part-time position working in excess of 1,000 hours per year. This is the only permanent position within the organizational structure.

The position of Assistant Librarian is an administrative as-needed part-time position working less than 1,000 hours per year.

The County Librarian and the Assistant Librarian share responsibilities for book ordering and processing; supervision and use of library technology, including hardware and software; enforcement of library rules and policies; and other duties as assigned.

The position of Library Clerk is an as-needed, part-time position working less than 1,000 hours per year.

Resolution

LIBRARY BOARD RESOLUTION

At the Polk County Library Board of Trustees meeting on December 14, 2010, the following resolution was proposed, discussed, and approved by roll call vote:

WHEREAS: the Polk County Library mission is to provide the highest quality library services possible for as many people in Polk County as possible; and

WHEREAS: high quality library services have a positive impact on the quality of life for the people who live in Polk County; and

WHEREAS: the quality and the availability of library services are evaluation factors used by business, industry, and philanthropic organizations in determining investment in an area; and

WHEREAS: the library for several years has been in fiscal distress related to millage revenues and expenditures;

BE IT RESOLVED, that the Polk County Library Board of Trustees on behalf of the taxpayers of Polk County practice good stewardship of the library funds as follows:

1. by the use of millage to provide for salaries, benefits, and operational expenses such as utilities, postage, fire and extended coverage insurance, petty cash expenditures, and other line items included on the Polk County Budget Form which is required annually to be filed with the Polk County Clerk's Office and approved by the Quorum Court;
2. by the use of funds other than the millage to provide the highest quality library services possible such as books, software and hardware, web-based services, unexpected and planned building and grounds maintenance, expansion and improvement of services and facilities, equipment, travel, continuing education, and professional services, etc.; and,
3. by working toward one-year's operating budget to be identified as Emergency Reserves in the Library Funds with the Polk County Treasurer's Office.

Library Policies

- Limit 10 items total for each patron.
- Food, drink, and candy are not allowed in the library.
- All fines must be paid and all books and movies returned before a patron can check out more items.
- Patron must have library issued card to check out books with electronic circulation system.
- Books may be renewed twice. Telephone renewals are allowed.
- Patron has a one-day grace period after due date when no fine will be charged.
- Fines are \$0.10 per day for adult materials. Fines are \$0.05 per day for juvenile materials.
- Books circulate for a three-week time period.
- If materials are damaged or lost while checked out to a patron, the patron must replace or pay repair or replacement costs before checking out additional materials.
- One-way postage must be paid on items borrowed on interlibrary loan service.
- Children under 18 must have written parental permission for Internet use.
- Any person causing a disturbance may be asked to exit the library.

Available Services

Many services are available through the Polk County Library (PCL). The following is a list/

- Books, newspapers, and magazine are available to use in-house or for checkout.

- CDs and DVDs of music and movies are available for patrons to checkout.
- E-books are available for download.
- The Polk County Genealogical Department has a designated area within the library for patron use.
- Copy and facsimile services are available through PCL.
- PCL participates in the interlibrary loan service offered through the Arkansas State Library.
- PCL has a meeting room available for hosting clubs or events.
- PCL has computers for patron use.

Public Computers and Internet Use

To fulfill its mission to provide information to the public, the Polk County Library provides free public access to the Internet.

Library staff can assist with basic computer use, but may not be able to assist with the software or Internet resources.

Users may not send, display, or receive obscene, harassing, or libelous messages, files, or images. In such instances, computer privileges will be revoked. For the full computer use policy, please refer to the Information Technology Acceptable Use Policy.

Library Public Access Computer Use Policy

- Free Wi-Fi is available inside and outside the library.
- Users must sign-in circulation desk.
- For computer use, there is a limit of 30 minutes one time per day.
- For children under 18, the parental permission form is required to be on file.

Patron Privacy and Records

The Polk County Library maintains an environment that is respectful and protective of the privacy of users. The collection of personally identifiable information is used for statistical purposes only and not kept beyond the reporting period. Confidential library records are released to authorities when court ordered and in response to properly executed orders.

Gifts and Donations

The Polk County Library welcomes monetary and in-kind gifts. Due to the limited shelf, space, the library must be selective in adding material to the collection. All gifts will be considered and are appreciated, but, unfortunately, the library is not able to accept all offered material. The decision to add to the collection is at the discretion of the library director.

Terms of Use

To insure a safe, non-offensive environment for all of our users, we have established our Terms of Use. It spells out what you can expect from us and what we expect from you. By accessing any areas of this site, users agree to be legally bound and to abide by the terms set forth below. *

Children Alone in the Library: Guidelines for Parents & Staff

The Polk County Library welcomes children. We want to provide a safe and appropriate environment for all library users. However, the library is a public building. The library does not have facilities or staffing to provide childcare and childcare is not the library's role.

Parents and caregivers are responsible for the safety, comfort, and behavior of their children while in the library. Children under the age of 10 are to be under the direct supervision of an adult (18 or older) at all times.

Library staff members will take action in the following situations:

- A child is wandering around the library.
- A child is not following library rules.
- A child is damaging library property or doing something dangerous. Parents and caregivers will be asked to pay for any damages.
- Another person in the library seems to be a danger to the child.
- No caregiver comes to pick up a child at closing time.

In the above situations, library staff members will evaluate the situation and try to contact the child's parent or guardian. If staff cannot reach the child's parent or guardian or if the adult responsible for the child is in the library and refuses to assume responsibility for the child, the library staff will place the child in the care of the appropriate local law enforcement agency and/or library privileges will be revoked.

Loitering

- People can stay as long as they wish as long as there are:
 - No threats to safety of the patrons or staff
 - No threats to the library materials
 - No offensive behavior to offend other patrons.

Community Room

The Community Room is available for reservation for groups or events. The group or person making the reservation shall be responsible for the cost of repairs for any damages incurred during the time of the reservation.

Keys

For safety and security reasons, the Polk County Library (PCL) does not distribute building keys to employees or groups using the community room. The County Librarian, Assistant Librarian, PCL Board Chair and OMRL Liaison may retain a key to the building. Two additional keys are kept on the premises and may be checked out for a maximum period of three days by part-time employees or patrons using the community room.

Wi-Fi

Free Wi-Fi is available inside and outside the library.

Weapons and Firearms

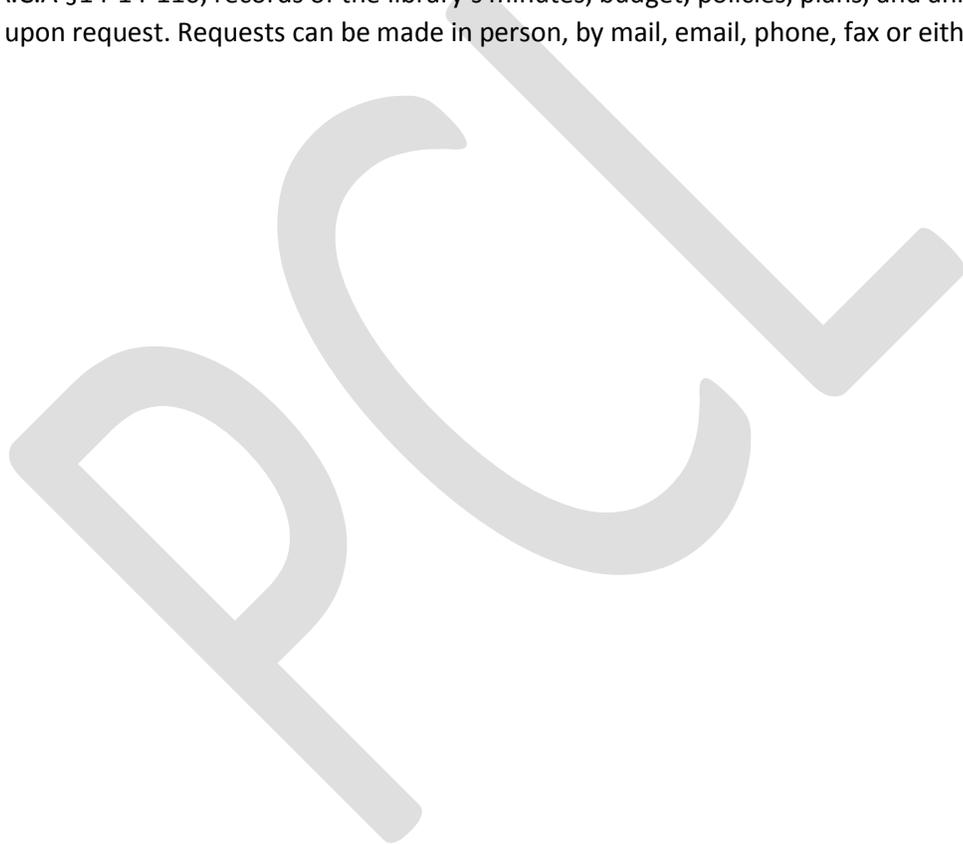
Polk County Library adheres to all state and federal laws. Pursuant to A.C.A. § 5-73-122 Weapons are prohibited at the library without a concealed carry permit.

Service Animals

A person's right to use the library should not be denied or abridged because of disabilities. Pursuant to A.C.A. § 20-14-303, service animals for visual, hearing, or other physical disabilities are allowed. However, any individual accompanied by a service animal is liable for any damage caused to the premises or facilities by the animal.

Freedom of Information

Adhering to A.C.A §14-14-110, records of the library's minutes, budget, policies, plans, and annual surveys are available upon request. Requests can be made in person, by mail, email, phone, fax or either electronic means.



Polk County Branch Libraries

Mission

The mission of branch libraries is to serve populations in remote areas with recreational and educational materials, as well as to provide welcoming, non-judgmental places in which to read, learn, and conduct research. Branch libraries, as part of the library system, are committed to respectful treatment of all patrons and staff. In addition, they honor the freedom to read. Library staff never impose their own views on patrons, either through censorship or presentation of biased opinions.

Staffed by Volunteers, Supervised by Branch Coordinator

Polk County Library is fortunate to have all its branches entirely staffed by volunteers. Without these extraordinary, hardworking, and knowledgeable people, there simply would be no on-site library service to county residents outside Mena. All branch staff report to the Branch Coordinator, a regular library employee. Some branches have a Head Volunteer who oversees day-to-day activities within the branch, but also they also report to the Branch Coordinator. All volunteers must complete the Appointment of Volunteers form found in the Appendix.

Branches Do Not Impose Due Dates or Charge Fines

The main library and its branches follow the same procedures and policies, with the exception of one important feature: checking out materials. The main library provides the public with materials that are, for the most part, purchased with local, state, or federal funds. Because of this funding reality, the main library has to ensure that materials are preserved and shared by as many county residents as possible. It is for this reason that the main library charges fines for materials that are not returned within a set time.

Branches, on the other hand, circulate materials that are donated by the public, rather than purchases with government funds. Because of this fact, and because the main purpose of the branches is to serve populations who already have difficulty accessing recreational and educational materials, branches do not formally check books in and out or charge fines.

Appointment of Volunteers

Anyone who wishes to volunteer in the main library or any of its branches must first undergo a selection procedure which includes an interview with the Branch Coordinator. Relatives of volunteers or paid staff must also go through the selection procedure. Part of the Branch Coordinator's role is to determine when and where volunteer services are needed. Therefore, as services change or are no longer required, volunteers may not be needed at a given branch.

Basic Guidelines for Branch Volunteers

1. Treat patrons, staff, and other volunteers with respect.
2. Follow all branch and library procedures.
3. Explain, as needed, to patrons that you are a volunteer.
4. Use language appropriate to a business setting.

Branch Programs

In order to ensure that branches operate according to Polk County Library and national standards, all volunteers need to consult with the Branch Coordinator for guidance on policies, procedures, services, and programs.