CUSTER COUNTY LIBRARY POLICY

Parts of the *Custer County Library* Policy were adopted by previous Boards of Trustees. Those policies are incorporated into this manual which was adopted *in toto* by the Custer County Library Board of Trustees on November 14, 2012.

President of the Board of Trustees: \_\_\_\_/s/ Walker C. Witt\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TITLE PAGE\_\_

*CUSTER COUNTY LIBRARY POLICY* INTRODUCTION

Guiding Policies

Custer County Library Mission 1

Policy Promulgation 1

Purpose 1

Core Values 1

RESOURCES AND SERVICES

Collection Development Policies

Selection 3

Maintenance 3

Gifts 4

Challenged Materials 4

Censorship

Local Resources Policies

Circulation 4

Renewal 5

Fines and Fees 5

Waiting List 5

Reference 5

Restrictions 6

Global Resources Policies

Interlibrary Loan 6

Computer Use 6

WiFi Access 7

Custer County Library Website 7

TITLE PAGE

WELCOMING ENVIRONMENT

Social Environment Policies

Trustees 9

Employees 9

Volunteers and Friends of the Library 9

Physical Environment Policies

Hours and Locations 10

Copier 10

Displays, Exhibits and Bulletin Boards 10

Conference Room 10

Security Policies

Confidentiality 11

Privacy 11

Safety Policies

Health Situations and Emergencies 12

Disruptive Library User 12

DIVERSE COMMUNITY OF LIFE-LONG LEARNERS

Library User Policies

Library Users 13

Valid Library Card 13

Rules of Conduct 13

Library Privileges 14

Diversity 14

Library Users Under 18 Years of Age 14

Education Policies

Programs 15

Test Proctoring 16

Literacy 16

CONCLUSION

Interpretation Policies

Appeal Policy and Procedures 17

Compliance with Other Governing Bodies 17

Glossary of Words and Phrases Used in *Custer County Library Policy* 19

TITLE PAGE

APPENDICES

A: Bylaws of the Board of Trustees of the Custer County Library 23

B: Computer Use Rules 25

C: Conference Room 27

D: Contact Us 29

E: Loan Periods, Fees and Fines 31

F: Materials Requests:

Request to Include Material (“Wish List”) 34

Request to Exclude Material 35

Waiting List 36

Interlibrary Loan Request 37

G. Position Descriptions:

Library Director 40

Assistant Librarian – Branch Director 42

Library Assistant – Cataloger 43

Library Assistant – Circulation Clerk 44

Library Assistant – Relief 45

H: Records Retention Schedule 47

I: Rules of Conduct 49

J: Video Agreement 51

K: Emergency Operations Plan 53

CUSTER COUNTY LIBRARY POLICY INTRODUCTION

# Guiding Policies

The fundamental policy of the Custer County Library (CCL) is its mission statement. Additional policies to support the mission have been adopted by the Board of Trustees. Questions about the interpretation or application of any policy or about situations not specifically mentioned in these policies are addressed by reference to the mission of the Custer County Library.

### Custer County Library Mission

We provide resources and services in a welcoming environment to support a diverse community of life-long learners.

### Policy Promulgation

All policies of the CCL are discussed and adopted during regularly scheduled meetings of the Board of Trustees and are subsequently reviewed at least every three years and more often if necessary. Board meetings and the minutes of them are open to the public.

The CCL Director is responsible for establishing administrative procedures to implement these policies. Administrative procedures are explained to employees and volunteers as part of normal supervision and, in some cases, are written. *Custer County Library Policy* is available to the public in print form at the library or electronically on the CCL website. In addition parts of the *Custer County Library Policy* is distributed through posters and hand-outs or communicated orally to individual library users as needed.

### Purpose

The CCL Trustees, Library Director, employees and volunteers carry out the mission of the library through fiscally responsible decisions and actions that sustain the vitality and relevance of the library.

### Core Values

The *Custer County Library Policy* adopted by the CCL Board of Trustees embodies the values described in the Freedom to Readstatement of the American Library Association. This statement is available for review at <http://www.ala.org/offices/oif/statementspols/ftrstatement/freedomreadstatement>

RESOURCES AND SERVICES

# Collection Development Policies

A library collection was initiated by the Custer Women’s Civic Club in 1929 as a volunteer project. For fifteen years club members coordinated donations of books, services and facilities from local churches, schools and the Custer County Bank. According to the July 12, 1943 Minutes of the Custer County Commission, the Custer County Library was established after a petition was filed with the county auditor following procedures outlined in Chapter 12-25-01 of the South Dakota Code of 1939. The commissioners then added a levy to support a county library and appointed a Board of Trustees to oversee its operation. In January 1944 the Custer Women’s Civic Club book collection officially became the property of Custer County and formed the basis of the Custer County Library collection.

The original collection focused on materials that assisted the citizens of Custer County in the creative use of leisure time and resources that aided them in the pursuit of education, information and research. The collection now also includes materials related to South Dakota, especially the Black Hills, and high-interest, family-focused films.

### Selection

No item, website or electronic resource subscription is excluded because of the race, nationality, native language, gender, sexual orientation, age or political, social and religious views of the author. Due to the volume of publishing and limitations of funds, the Library Director limits acquisition of materials and subscriptions based on the following selection criteria:

* importance of the subject matter to the focus of the current collection;
* lack of adequate availability of the same or similar material from other sources;
* authority or quality of the material and reputation of the author established by reference to professional library lists, reviews and indexes; and,
* CCL card holder (hereinafter, cardholder) demand established by historical data and current requests. See Appendix F: Materials Requests.

In addition to the above selection criteria, websites that are linked to the library homepage are reviewed for their accessibility for people with disabilities, non-commercial emphasis and non-political orientation; and, electronic resource subscriptions are evaluated for their type of access, compatibility with local technology and quality of technical support.

### Maintenance

The Library Director regularly withdraws from the collection items that are dated, inaccurate, seldom used, damaged, duplicative or not in compliance with the criteria defined in the Selection policy. Such materials are clearly marked "Discarded, Custer County Library" and then sold, donated or discarded.

### Gifts

Unconditional donations of materials accepted by CCL trustees, employees and volunteers (hereinafter “library staff”) are evaluated by the Library Director for inclusion in the collection. If they are not suitable for the CCL collection, they are offered for sale to the public, donated to another institution or disposed of. Conditional donations of materials are accepted by the Library Director if they meet the criteria listed in the Selection policy.

Unrestricted gifts of money are accepted by library staff and expended by the Library Director for materials, programs, library furnishings and other purposes that meet the mission and policies of the library. Restricted financial gifts are accepted by the Library Director only if the conditions of restriction allow them to be expended within the mission and policies of the library.

Conditional donations of resources and restricted gifts of money that necessitate changes in facility or policies are submitted to the Board of Trustees for their consideration and final determination on acceptance.

At the donor’s choice, gifts may be given directly to the library or to the Custer County Library Foundation. The donor is given a receipt that includes information required to indicate the nature of the donation for tax purposes although no guarantee of deductibility is made or implied.

### Challenged Materials

Custer County residents may request the inclusion or exclusion of specific items by submitting a request form to the Library Director who determines the action to be taken. See Appendix F: Materials Requests. The person submitting the request may appeal the Director’s decision by following the steps described in the Appeal Policy and Procedures, page 17.

### Censorship

Some books are controversial and offend some persons. Selections for the CCL collection are not made on the basis of anticipated approval or disapproval, but solely on the merits of the material in relation to the CCL selection policy. The CCL affirms that censorship is a purely individual matter, that is, all library users are free to refuse to read or consult personally disapproved materials, but may not restrict the freedom of other people to read and consult those resources.

# Local Resources Policies

Local resources are books, e-books, periodicals, stand-alone computer software (e.g., children’s games, Microsoft Office), storage media (e.g., tapes, DVDs, flash drives) and electronic sources (CCL website, CCL social media site, and electronic subscriptions). They are part of the CCL collection and thus subject to the CCL Selection policy. Policies about using and loaning local resources are designed to enable all library users to access needed resources in a fair and timely manner.

### Circulation

Any person with a valid CCL card and not restricted due to accumulated unpaid fines may borrow local resources. See Appendix E: Loan Periods, Fees and Fines for current times and costs.

Prompt return of borrowed materials is the responsibility of each adult cardholder or the parent or guardian of a minor cardholder. A person who loans his or her library card is responsible for the items borrowed with that card. Oral or written reminders of overdue items are given as staff time allows, but not receiving a reminder does not waive fines.

### Renewal

Videos and items that have been reserved by another cardholder may not be renewed. Other materials may be renewed on-line, in person or by telephone.

### Fines and Fees

Daily fines for late return of borrowed material or the replacement of lost or irreparably damaged items are limited to the most economical purchase price of the same or similar item plus shipping charges and a processing fee. See Appendix E: Loan Periods, Fees and Fines. Abuse of the privilege of borrowing local resources results in limitations of the library user’s privileges, including temporary or permanent loss of a valid CCL card.

Library employees have the discretion to waive or reduce late, lost or damage fines or offer payment options.

### Waiting List

Cardholders requesting currently unavailable circulating materials, except movies, are added to a waiting list. When the item is available, the next person on the waiting list is notified once by telephone message or e-mail. If the person does not retrieve the item within one week, the next person on the waiting list is contacted or the material is placed back in general circulation. Videos may not be reserved.

### Reference

Reference service and materials are available during regular library hours. Services are provided in response to all forms of inquiry including in person, by telephone or on-line. Because at times only one librarian is available, assistance is provided as possible.

For legal, medical, investment, or tax reference questions, library employees assist library users to locate material but do not evaluate or interpret the information provided, define terms, offer advice, select income tax forms, or in any way serve as a surrogate for a legal, medical, investment or tax professional.

Unrestricted reference materials are available for loan. Restricted reference materials cannot be removed from the library but may be copied if permitted by copyright and fair use laws. See Copier policy, page 10.

Public records of the Custer County Library are available for inspection at the library. Confidential administrative records are stored in the Library Director’s office and are not open to the public. Public and administrative records are retained for the periods of time specified in the Records Retention Schedule, Appendix H.

### Restrictions

People without a valid CCL card or with a valid CCL card that is currently restricted due to accumulated fines may use local resources on-site. Use of library resources and equipment implies acceptance of the policies and rules of the library.

Local resources are not labeled or identified to show approval or disapproval of the contents and are not sequestered except for the purpose of protecting them from damage or theft.

Films on VHS and DVD retain the rating conferred by the Motion Picture Association of America. Those ratings may differ from the judgment of individual viewers. The CCL is not responsible for the rating system or for notifying library users of potentially objectionable content of any film. See Library Users under 18 Years of Age policy, page 14.

# Global Resources Policies

Global resources are materials not in the CCL collection and thus not subject to the CCL Selection policy. Globally available information and resources might not be reliable, accurate, current or valid and might be controversial or offensive. The library is not responsible for offenses or damages, direct or indirect, arising from a library user’s use of global resources.

### Interlibrary Loan

When needed material is not available locally, CCL cardholders submit an interlibrary loan request. A minimum fee to defray shipping cost is suggested. Any fine levied by the lending institution for late return of the item is the responsibility of the cardholder. See Appendix F: Materials Requests and Appendix E: Loan Periods, Fees and Fines.

### Computer Use

Computers are provided for use by visitors and people with valid CCL cards that are not restricted due to limitations of library privileges.

Computer users agree to the Computer Use Rules (Appendix B) when they sign in or log on. The Custer County Library, its trustees, employees and agents are not responsible for any harm, loss or damage to the user’s data or for any damage or injury arising from invasion of privacy in his or her computer accounts or files.

Computer access will be temporarily suspended or permanently revoked if a person participates in any of the following activities:

* breaching the computer use rules;
* selling offensive or illegal goods or services;
* harassing, libeling or slandering other persons;
* viewing sexually explicit, obscene or pornographic material;
* tampering with, damaging or destroying equipment, software, or data belonging to the CCL or other computer users;
* spamming, hacking, spying on others’ communications, using others’ accounts or introducing viruses, malware or firmware; or,
* violating software license agreements between the CCL and software providers.

The right of all library users to access electronic information networks is not denied by CCL staff because of age or competency status. The CCL recognizes that electronic information networks might contain material that is inappropriate for children or adults with guardians. Parents and guardians are encouraged to discuss and monitor appropriate use and electronic information network safety with their children or wards.

### WiFi Access

The CCL offers free wireless internet access (WiFi) for people to use with their own personal laptops and mobile devices. Use of the CCL’s WiFi service, either inside or immediately outside the CCL premises, signifies the user’s acceptance of all Global Resources policies.

Communication over a wireless network is not secure. The CCL assumes no responsibility for the privacy or safety of users’ equipment or data while connected to the CCL’s wireless network. The library highly recommends that all laptops and wireless devices have up-to-date anti-virus software, spyware protection, and a personal firewall installed while utilizing the library’s wireless network.

### Custer County Library Website

In choosing websites to link to the CCL website, the CCL follows its materials selection policy (see page 3). Beyond this, the CCL is not responsible for the content of information on the Internet and does not endorse commercial products that advertise on webpages accessible through the CCL website or CCL social media pages.

WELCOMING ENVIRONMENT

# Social Environment Policies

Trustees, employees and volunteers are committed to creating a welcoming environment at library locations as well as favorable perceptions of library services and programs throughout Custer County.

### Trustees

Library trustees are appointed by the Custer County Commission to act as the governing body of the library. Bylaws of the Board of Trustees of the Custer County Library (Appendix A) regulate the authority of the Board and individual trustees.

The duties of the Board of Trustees are to supervise and annually review the performance of the Library Director; conduct open meetings monthly; enact and administer policies for the operation of the library; oversee the prudent expenditure of funds; and write, implement and evaluate progress of library strategic, marketing and technology plans.

The highest ethical standards guide CCL trustees in the performance of their duties and obligate them to avoid conflicts of interest; support the formal positions of the Board of Trustees; ensure the privacy of all library users; and, resist censorship of library materials by groups or individuals.

### Employees

The first duty of all employees of the library is to serve the public. Every library user is entitled to prompt, knowledgeable, respectful and courteous service. Employees are entitled to respect and courtesy in return.

The personnel policies and procedures specified in the *Custer County Employee Handbook*, adopted June 23, 2010, including updates and amendments as they occur, apply to all CCL employees.

The duties of each position are defined in position descriptions provided to each employee at the initiation of employment and reviewed annually thereafter on a schedule determined by Custer County. See Appendix G: Position Descriptions.

### Volunteers and Friends of the Library

Volunteers and groups of volunteers such as Friends of the Library serve at the pleasure of the CCL Board of Trustees and under the direct supervision of the Library Director. Volunteers are members of the CCL staff and follow all policies and procedures governing staff behavior. The services of a volunteer may be terminated for non-compliance with CCL policies and rules.

Per SDCL 47-23-29, CCL volunteers are immune from civil liability for their acts or omissions committed on behalf of the CCL as long as they were acting in good faith and within the scope of their official duties and the damage or injury was not due to gross negligence or wanton misconduct.

Volunteers perform work without compensation. Custer County insures volunteers in case of accidental injury that occurs while at the library performing assigned volunteer duties.

# Physical Environment Policies

Trustees, employees and volunteers create spaces that are clean, safe, convenient, accessible, attractive and pleasant and that enhance the reading, studying and researching experience for all library users.

### Hours and Locations of Service

Library locations within Custer County are situated to bring library resources and services within convenient reach of all people in the county. Hours of service are designed to meet the needs of library users with varying time schedules to the maximum allowed by budget and staffing levels. See Appendix D: Contact Us.

### Copier

The library provides a photocopy machine for library users’ convenience and to protect the library collection. Copying of copyright-protected materials is prohibited except as allowed by Fair Use guidelines. The library has no responsibility for personal violations of copyright law. Non-circulating reference materials are copied for library users at no charge. A fee is charged for all other copies made in the library. See Appendix E: Loan Periods, Fees and Fines.

### Displays, Exhibits and Bulletin Boards

To increase citizens’ access to community resources and to support the arts and humanities, the CCL offers display space, bulletin boards and webpage space to persons and non-profit organizations engaged in educational, cultural, intellectual or charitable activities, except as noted and with the following restrictions:

* First preference is given to the promotion and display of library events and resources.
* Prior approval must be obtained from the Library Director who gives consideration to items of interest, information and enlightenment to the community.
* Posters, printed materials and webpage blogs promoting political events or candidates are not displayed or distributed.
* Displays and sales by for-profit artists and writers are accepted at the discretion of the Library Director who decides if a specific piece may be displayed or promoted.
* The library takes reasonable but not extraordinary measures to insure the safety of any exhibit or display placed in the library for public viewing but assumes no responsibility for damage or loss of exhibit or display items.

### Conference Room

The primary purpose of the CCL conference room is to provide space for library functions, meetings and programs. It is the only area of the library where food and moderate noise are permitted.

The meeting room is made available for use to members of the public and local organizations on an equitable basis, regardless of the beliefs or affiliations of the persons or groups requesting its use. The library does not advocate or endorse the viewpoints expressed or supported by public users of the library conference room. See Appendix C: Conference Room.

# Security Policies

Personal information about library users is collected only when necessary for the operation of the library.

### Confidentiality

All CCL records containing personally identifiable information are confidential. Information contained in them is not released except by court order or at the request of a parent or guardian of a child under eighteen. The CCL does not provide lists of cardholders to persons, organizations or agencies except in compliance with the law.

Section 215 of the PATRIOT Act of 2001 allows the Director of the FBI to apply for an *Ex parte* order to require libraries to produce materials pertaining to library users such as "books, records, papers, documents, and other items" that assist in investigations undertaken to protect against international terrorism. The CCL faces the dilemma of protecting the privacy of library users while responding to legitimate national security concerns. The CCL recognizes the confidentiality of records documenting information sought or received and materials consulted, borrowed or acquired by a library user but will comply with law enforcement when supplied with legal process, order, subpoena or warrant made in a court of competent jurisdiction. If the process, order, subpoena or order is not in proper form or if good cause has not been shown, records will not be released.

### Privacy

Ordinary and prudent care is employed by the CCL to protect the privacy of library users. The CCL does not use forms of communication that publicly expose content of the library materials accessed by a user, his or her personal data, reference questions or computer browsing history.

The CCL avoids creating unnecessary records and safely discards records that are outdated. See Appendix H: Records Retention Schedule.

The CCL’s automated catalog search system and its circulation records are connected to an offsite vendor system, making them beyond the library’s control to keep private. Eradication of all personal information at these offsite locations cannot be guaranteed.

# Safety Policies

The Custer County Library Emergency Operations Plan (Appendix K) provides the guidelines for handling disasters and emergencies in the main library. In addition, the following policies apply at all library locations.

Health Situations and Emergencies

Due to situations of potentially infectious materials, library staff is not allowed to assist library users with personal care needs. In case of emergency, library staff keeps the sick or injured person comfortable and protected from needless disturbance until medical help is obtained. Because every case is unique, each staff member uses his or her judgment to do what is prudent and reasonable. No medication, including aspirin, is ever dispensed to the public.

### Disruptive Library User

A library staff member who observes or receives complaints of inappropriate, disruptive, unsafe or illegal behavior by a library user exercises his or her judgment to address the situation. The staff member is empowered to remind the person of the CCL Rules of Conduct (Appendix I), ask him or her to leave the premises or call the police for assistance.

When a person is required to leave the premises or the police are called, the incident is reported to the Library Director. The Library Director may impose additional penalties, such as temporary or permanent suspension of library privileges.

The CCL Board of Trustees supports the actions of library staff to maintain a safe library environment and accepts responsibility if there are legal repercussions from the staff member’s good faith response to an incident.

DIVERSE COMMUNITY OF LIFE-LONG LEARNERS

# Library User Policies

The Custer County Library is a tax-supported service available for use by residents and tax payers of Custer County, South Dakota. Visitors and non-residents may use the CCL under specific conditions.

### Library Users

All library users, including resident and non-resident, adult and minor cardholders and visitors, must adhere to all CCL policies and rules while using CCL facilities, services and resources or attending library programs.

### Valid Library Card

A valid Custer County **resident** library card is issued at no cost at the main library in Custer or the branch library in Hermosa when the applicant provides proof of identity and proof of residency or property ownership in Custer County.

* A photo-identification is required for proof of identity of applicants over the age of 18. A passport, valid driver’s license from any state or a picture ID issued by a federal, state or tribal government are acceptable forms of identification.
* The proof of residency may be a valid SD driver’s license, current rental agreement, cancelled utility bill, voter registration or other document that verifies the applicant’sphysical location in Custer County*.* Proof of property ownership is established by showing a property deed, real estate tax assessment or receipt for payment of real estate taxes on property located in Custer County.

When the applicant is not a resident or property owner in Custer County, a one-year **non-resident** family library card is available for a fee. The annual fee is determined each year based on the per capita cost of library services in Custer County. See Appendix E: Loan Periods, Fees and Fines. All adult family members must provide one of the forms of photo-identification described above.

Persons under 18 years of age must have a parent or guardian’s signature to be eligible for a valid library card. The parent or guardian is the applicant on behalf of his or her child and thus is the person who provides the identification and proof of residency and is responsible for fees and fines attributed to that card.

### Rules of Conduct

Library Rules of Conduct are outlined in Appendix I. However, because all persons are expected to conduct themselves in a manner that does not interfere with the legitimate use of the library by other people, situations not specifically described in the rules may still be addressed by library staff on a case by case basis.

### Library Privileges

A library user who participates in repeated misconduct or disruptive behavior is notified in writing that his or her library privileges have been limited. The length of time and type of limitation to be imposed is based on the total pattern of behavior and disruption to other persons’ reasonable enjoyment and use of the library. Library users’ privileges are limited for any of the following situations:

* violation of one or more of the CCL policies, Rules of Conduct or Computer Use Rules;
* accumulation of excessive fines and unpaid costs for damage to or loss of library materials;
* damage to or misuse of library equipment; or
* failure to provide required supervision of his or her child.

The limitation of library privileges includes one or more of the following restrictions:

* exclusion from specific areas of the library, attendance at programs or use of specific items of equipment;
* temporary or permanent suspension of a valid library card; or
* temporary or permanent disbarment from the library premises.

Within two weeks of receiving written notification of limitation of library privileges, the cardholder may appeal the decision by contacting the Library Director in person or by telephone, email or letter. See the Appeal Policy and Procedures, page 17.

### Diversity

CCL services, programs and collections are open to all persons and are not denied or abridged

* based on gender or sexual orientation;
* because of religious, racial, social, economic, or political identity; or,
* due to mental or physical disability.

The CCL affirms its support of equal access for county residents with disabilities and the Americans with Disabilities Act. Requests for accommodation or dissatisfaction about accessibility may be presented in person, by mail, email or telephone to the Library Director who makes every effort to accommodate the person’s needs within the budgetary and space limitations of the CCL. The Library Director’s decision on how to manage accommodation may be appealed. See page 17.

When the CCL is unable to meet specific needs, the person is assisted to contact the South Dakota State Library which is directed by SD law to provide certain library services to South Dakota citizens with disabilities.

### Library Users Under 18 years of Age

The CCL cannot assume the role of parent or the functions of parental authority. It is solely the responsibility of a child’s parent or guardian to guide his or her child’s use of library resources. The following policies are designed to assist parents and guardians to provide the supervision necessary in order for all library users to enjoy the library.

A parent, guardian or designated responsible caregiver must accompany a child under six and remain in the library during the child’s visit. Children over the age of six may use the library unattended for a reasonable period of time if they adhere to the Rules of Conduct (Appendix I).

However, to ensure successful participation for all children attending children’s programs, such as story time, library staff may require that a child over six is accompanied by a parent, guardian or designated caregiver.

A Video Agreement (Appendix J) signed by a child’s parent or guardian must be on file for a cardholder under 18 to borrow any video in any format (e.g., VHS, DVD, Blu-ray). In addition, cardholders under 17 may borrow films rated “R” by the Motion Picture Association of America *only* with signed and witnessed parental permission.

The CCL is not responsible for children without a ride home at closing time. Library staff assists the child to call home or calls the police for assistance.

Although reasonable safety precautions are taken on behalf of all library users, the CCL is not responsible for the actions of or harm to any library user, including children.

Also see Confidentiality, Computer Use, Valid Library Card and Program policies on pages 11, 6, 13 and 15 respectively.

# Education Policies

Programs and educational services are planned interactions between library staff and participants for the purpose of encouraging and inspiring families and the community to read and learn together.

### Programs

The CCL sponsors children’s story time and crafts, summer library programs for children, activities for young adults, book or author discussion groups and other special events. Program participation is not limited based on age, sex, race or any other element of diversity.

However, in some cases, the nature and success of a program requires a recommended age for attendance, especially programs intended for children and teens that are geared to their interests and developmental needs.

The sale of books or CDs by authors or performers as part of a library program is permitted when it is integral to the presentation. Presenters are encouraged to donate a copy of their work to the Library for possible inclusion in the CCL collection.

Unless indicated otherwise on the program sign-in sheet by a parent or guardian, participation of a child in a program implies consent for the publication of photographs taken during the program.

### Test Proctoring

The CCL provides space in the library conference room for students to take tests. Direct in-room supervision is not provided.

It is the student’s responsibility to make sure that the Library receives the test and that the testing institution receives the returned test upon completion. The CCL does not keep copies of test materials.

### Literacy

The CCL provides reading readiness, tutoring and adult literacy programs when appropriate volunteers are available and library users have requested assistance.

CONCLUSION

# Interpretation Policies

Because written policies neither describe every possible situation nor prescribe the exact responses required and because the words used in writing policies have a variety of potential interpretations, additional clarification strategies are necessary. Also see Guiding Policies, page 1.

### Appeal Policy and Procedures

1) The Library Director is empowered to render judgments in response to three situations:

* the request by a Custer County resident to include or exclude a specific item (Challenged Material policy, page 4);
* the request by a Custer County resident with a disability to have the library environment, materials or programs modified to enhance accessibility or accommodate his or her specific needs (Diversity policy, page 14); and,
* reports about or observation of a specific library user behaving in ways contrary to the *Custer County Library Policy*, with special reference to the CCL Rules of Conduct (Appendix I) and Computer Use Rules (Appendix B).

2) After reviewing relevant information, the Library Director notifies the person involved about his or her decision

* to include or exclude an item in the local collection;
* to provide certain types of accommodation or accessibility; or,
* to limit the library user’s library privileges.

3) The person involved has two weeks from the date of receiving notification to ask the Library Director to reconsider his or her decision. The Library Director will, within two weeks of the request, meet with the complainant to review the decision. If they are able to resolve the issues to their mutual satisfaction, no further action is necessary.

4) If the complainant is dissatisfied and chooses to appeal the Library Director’s decision further, the appeal is placed on the agenda of the next regularly scheduled meeting of the CCL Board of Trustees. The Library Director provides a copy of the letter sent and an oral synopsis of the meeting held with the complainant. The complainant presents his or her interpretation of the situation either through a written document or by talking to Trustees.

5) If necessary, the Board confers with the Custer County Attorney. When all fact-gathering has been completed, Trustees make a final decision on the appeal no later than their next regularly scheduled meeting. Written notification of the final decision of the CCL Board of Trustees is sent to the complainant. Further appeals on the same issue are not considered.

### Compliance with Other Governing Bodies

Laws, policies, rules and regulations enacted by the United States government, the State of South Dakota and Custer County take precedence when there is a conflict with the policies stated here. The CCL Board of Trustees advocate for change in local, state and federal laws when the application of a particular law breaches confidentiality of records, invades the privacy of library users, denies the freedom to read or results in censorship.

### Glossary of Words and Phrases Used in Custer County Library Policies

Administrative procedures: internal rather than external or public, written or oral directions or instructions given by the Library Director to library staff to provide step-by-step guidance on how to carry out the policies governing the operation of the CCL

Agent: a person empowered to act on behalf of the CCL

Cardholder: a resident or non-resident who has received a valid CCL card

CCL: Custer County Library, including facilities located in the cities of Custer and Hermosa and alternative places, e.g., schools, parks or museums, where services or programs are occasionally furnished

Censorship: the practice of supervising the manners or morality of others by inhibiting or denying their access to library resources

Challenged material: resources selected by the CCL for inclusion in its collection that a library user has asked the CCL to reconsider and remove from the collection based on questions of suitability, quality, content and similar concerns

Collection: the total accumulation of all library materials, physical and electronic, provided by the CCL for public use

Conditional gift: an item given to the CCL with requirements for its use specified by the donor

Confidentiality: recording and organizing records in such a way that information about a particular library user is not apparent when records are viewed by persons legally empowered to access them

Copyright: the exclusive privilege of publishing and selling a work that is granted by the United States or another government to an author, composer, artist or publisher

Custer County Commission: the elected governing body of Custer County, South Dakota

Designated responsible caregiver: a person assigned by a child’s parent or guardian to accompany his or her child to the library and supervise the child’s behavior and activities while there

Employee: a person hired and compensated by Custer County to work at the CCL

Fair use: the conditions under which photocopying is not an infringement of a current copyright

Global resources: material not in the CCL collection and not subject to the CCL Selection policy

Interlibrary loan: the loan of materials from another library or institution to the CCL on behalf of a CCL cardholder

Library materials: objects in any of the various forms that knowledge, information and humanity's cultural heritage are recorded and that the CCL acquires, organizes and makes available to the public

Library privileges: authorized uses of the CCL collection, services, equipment and facilities and participation in library programs within the guidelines and requirements established by CCL Policy, including Computer Use Rules and CCL Rules of Conduct

Library programs: a planned interaction between library staff and library users for the purpose of promoting library materials, facilities or services, as well as offering the community an informational, entertaining or cultural experience

Library staff: the group of people charged with supervising, directing and carrying out the work of the Custer County Library, including trustees, employees, volunteers and agents of the CCL

Library users: people who avail themselves of services offered by the CCL, access any part of the CCL collection, attend any CCL program or benefit from the equipment and space of the CCL, whether they hold valid CCL cards or not

Local resources: physical or electronic materials that are acquired following specific selection criteria, included in the CCL collection, and housed or accessed at a CCL facility or CCL website

Non-resident: a person not residing within or paying real estate taxes to Custer County, South Dakota

Policy: the statement of a definite course of action adopted and pursued by the governing body of the CCL and required of all CCL staff and library users to promote fair, harmonious and legal use of the CCL

Privacy: the limits defined by an individual about the extent and circumstances under which he or she shares or withholds personal information, including objective data such as age and address and subjective knowledge such as beliefs, opinions and attitudes

Resident: a person residing within or paying real estate taxes to Custer County, South Dakota

Restricted funds: money given to the CCL with requirements for its use specified by the donor

Rules of Conduct: standards of behavior required of all library users

Trustee: a member of the legally appointed governing board of the Custer County Library

Unconditional gift: an item given to the CCL with no requirements for its use specified by the donor

Unrestricted funds: money given to the CCL with no requirements for its use specified by the donor

Valid library card: card issued when a person successfully completes an application, shows required identification and provides proof of residency or pays a non-resident annual family membership fee

Volunteer: a person who renders service to the CCL without monetary compensation