

Rachel Kohl Community Library Policies
Approved by the Board of Trustees on

May 22, 2017

Amended November 26, 2018

Amended July 27, 2020

Amended July 24, 2023

Replacing any and all previous library
policies.

These policies are available on the Library's website and in the Library's Administrative Office.

TABLE OF CONTENTS

PREAMBLE

CHAPTER I. GENERAL PROVISIONS

CHAPTER II. BOOK AND MATERIAL SELECTION

CHAPTER III. LIBRARY MEMBERSHIP AND CARDS

CHAPTER IV. BORROWING MATERIALS

CHAPTER V. BEHAVIOR POLICY/CODE OF CONDUCT

CHAPTER VI. UNATTENDED CHILDREN

CHAPTER VII. COMPUTER AND INTERNET USAGE

CHAPTER VIII. MEETING ROOM USE

CHAPTER IX. CONFIDENTIALITY OF PATRON RECORDS

CHAPTER X. MUSEUM PASS POLICY

CHAPTER XI. DONATION POLICY

CHAPTER XII. SOCIAL MEDIA POLICY

CHAPTER XIII. DONOR PRIVACY POLICY

CHAPTER XIV. HOME DELIVERY POLICY

CHAPTER XV. EMERGENCY PANDEMIC POLICY

APPENDIX 1. LIBRARY BILL OF RIGHTS

APPENDIX 2. CODE OF ETHICS OF THE ALA

PREAMBLE The purpose of the Rachel Kohl Community Library is to support the informational, cultural, educational, and recreational needs of the community. Library services shall be available to all residents. To provide Library service, the Board realizes the need for (1) recruiting, training and maintaining an exemplary staff, (2) fostering a proactive approach to maintaining and upgrading all aspects of the Library operation, (3) efficiency of operations and fiscal responsibility, and (4) the maintenance of order to assure fair and equitable services to all users of Library resources and facilities. The policies herein are set forth to address the preceding needs. This document supersedes all previous statements of Library policies in whatever form they may exist as of the date of adoption by the Board of Trustees.

CHAPTER I – GENERAL PROVISIONS The following will apply to all persons within the confines of the Library:

1. All patrons are expected to behave in an orderly manner, respecting the rights of others at all times.
2. Verbal communication will be kept at a low, conversational tone and volume. Audio devices may not be audible to other patrons. The use of earphones is encouraged.
3. No food or drink, except bottled water, shall be consumed except in specifically designated areas and in meeting rooms with the approval of the Director.
4. No alcoholic beverages are allowed.
5. Smoking is not permitted within 20 feet of the library building.
6. Parents and/or adults accompanied by children are required to maintain control of such children.
7. All occupants of Library premises must comply with the directives of the staff at all times.
8. All non-public areas of the Library are reserved for staff use only and are off-limits to patrons.
9. Access to the Library building outside of normal hours of operation for purposes other than meeting room usage must be approved by the Board of Trustees.

HOURS OF OPERATION The normal hours of operation of the Library shall be Monday through Thursday from 10:00 a.m. until 8:00 p.m., Friday and Saturday from 10:00 a.m. until 5:00 p.m. and during the school year, Sunday from 1:00pm to 5:00pm

CHAPTER II –COLLECTION DEVELOPMENT POLICY: The professional staff, under the guidance of the Library Director, shall determine what books and other materials shall be acquired, subject to the following: 1. If controversies should arise between the Library Director and the general public over selection of books or other materials, the final decision as to the disposition of action will rest with the Board of Trustees. 2. The selection of all Library materials shall be as objective as possible, not affected by the selector's own beliefs, and with differing views of controversial issues represented in the Library's collection. 3. Priority for the selection of materials and holdings shall be given to that subject matter which best reflects the interests and needs of the community. 4. The Board of Trustees and the Library Director subscribe to the principals of the Library Bill of Rights (see addendum) endorsed by the American Library Association.



— RACHEL KOHL —
COMMUNITY LIBRARY

687 Smithbridge Rd
Glen Mills, PA 19342
Phone: 610-358-3445
E-mail: rkdirector@delcolibraries.org

Request for Reconsideration of Library Materials

Dear Patron,

The Rachel Kohl Community Library strives to provide a diverse collection of materials for our patrons. Patrons who have a concern with the inclusion of a specific item in the library's collection or with how an item is categorized or accessed should observe the following procedures:

1. Discuss the item with the Library Director, citing your concerns for reconsideration.
2. If you desire further reconsideration, please fill out and sign the form on the reverse side of this letter and return it to the Library Director.
3. The Library Director will review the request with the Board of Trustees. You will receive a written response to your request.
4. You may appeal the decision of the Library's Board of Trustees in a written letter to the Board's President and request an in-person appeal.
5. No formal consideration will be given to complaints unless the Request for Reconsideration form is full completed.

Thank you.

Revised 11/2021

Request for Reconsideration of Library Material

Please return the completed form to the Library Director.

Person making the request: _____

Date of request: _____

Address: _____

City/State: _____ Zip: _____

Telephone: _____

I represent myself: _____

I represent an organization (name): _____

1. Item/work on which you are commenting:
2. Author:
3. Type of material:
4. What brought this item to your attention?
5. Have you read/listened to the entire work you wish to be reconsidered?
6. What are your specific concerns about this work? Please attach more information as necessary; cite pages or sections.

Signature: _____

Date: _____

Staff signature: _____

Date: _____

Rachel Kohl Community Library Reconsideration of Materials Procedure

1. Customer initiates oral complaint.
2. Customer speaks to the Library Director, who listens and tries to diffuse the situation.
3. The customer would like to file a written complain, a two-sided copy of the RKCL “Request for Reconsideration of Library Material” procedure is handed to the customer to complete.
4. A member of the library staff acknowledges receipt of the completed form by signing below the complainant’s signature and gives the form to the Library Director.
5. The Director will review the request form and respond in writing to the complainant within five (5) days of receipt of the completed form. A copy of the complaint and the response will be sent to the Library Board President. The letter to the complainant will encourage the customer to contact the Director of the response to the reconsideration is not satisfactory to the complainant.
6. If the customer desires a full Board review, the Board of Trustees will review the request with the Library Director, either at a regularly scheduled board meeting or via email. The Board will make a recommendation within fifteen (15) days.
7. The complainant will receive written notice of the Board’s actions from the Library Director. A copy of the letter will be sent to the Library Board President.
8. The complainant may request an in-person appeal before a full Board at the next scheduled monthly Board meeting. This appeal is to be made in writing to the President of the Board at least a week before the scheduled meeting. No appeal will be heard by the Library Board which has not followed the above procedure. It will not be placed on the agenda, nor may the complainant, if present, introduce it.
9. All requests for reconsideration must be made directly to the entity owning the title in question. The policies and procedures of the owning entity will govern any such request. Patrons may request ownership information of any item in the collection.

CHAPTER III - LIBRARY MEMBERSHIP AND CARDS: The purpose of the Library’s membership and circulation policies is to: help patrons easily and conveniently borrow books, DVDs, CDs and other material from the library’s collection; and to protect public property shared by all residents.

1. Eligibility for Card: Anyone who lives, works full-time, attends school and/or owns property in Delaware County is eligible to receive a library card granting full privileges. Rachel Kohl Community Library is the home library for and serves residents of Bethel Township, Chadds Ford Township, Chester Heights Borough, Concord Township and Thornbury Township .

2. Application for a Library Card: All adult applicants must appear in person to complete and sign a Library Card Application. Parents/guardians of children under 17 may apply for their minor children without the children being present. Applicants ages 17 and under must have their parent/guardian accompany them to obtain a library card. No one may have more than one active library card at any one time.

3. Minors under the age of 13: The Library recognizes that parents or legal guardians who have signed their minor child's library card application have assumed the financial responsibility for materials charged to their children's cards. Therefore, they are permitted access to the records of their minor children under the age of 13. The designated parent/guardian must present the child's library card, and/or provide other acceptable identification.

4. Minors between the ages of 13-18 – Parents or legal guardians of minor children ages 13-18 are permitted to know only the number of items (not titles, authors, or subjects) charged out on their child's library card. The child must accompany the parent/guardian to the Library and grant permission for any further access.

5. Forms of Identification: Applicants must present a valid driver's license or other photo identification showing their current address. If the identification does not have an address, a combination of photo ID and a current student ID, utility bill, lease and/or other authentic mail addressed to the applicant will be sufficient.

6. Use of the Library Card: A valid Delaware County Library card or valid photo ID proving you are a cardholder is required to borrow materials from the Library. The cardholder bears full responsibility for all items borrowed using the card and for any fines that may be assessed to their card, unless the card is reported lost or stolen. (see below)

6. Cardholder Responsibilities: By completing an application and accepting a library card, the cardholder agrees to (a) abide by all Library policies; (b) pay all overdue fines for the materials charged to their card; (c) pay for any lost or damaged materials charged to their card; (d) assume full responsibility for items charged to their card; (e) promptly report if their card is lost or stolen; and (f) promptly report any change of address. Cardholders should report the loss or theft of their cards immediately. Replacement cards will be issued at a cost of \$3.00 upon presentation of appropriate identification. The cardholder will not be responsible for materials charged to lost or stolen cards from the date of the replacement; however that cardholder remains responsible for all card activity up to the date of reporting the loss or theft.

CHAPTER IV – BORROWING MATERIALS Basic Guidelines: The Library aims to provide and promote the greatest possible use of its collection of books, DVDs and other items. The Library's policies are intended to provide convenient and quick access to the collection. As a steward of public resources, the Library also must enforce reasonable policies for insuring that its resources are equally available to all Library users and protected from loss, theft, or vandalism. The purpose of the Library's policy is to balance these two goals, thus it is essential that a valid Delaware County Library card or valid photo ID must be presented each time items are borrowed from the library.

1. BORROWING GUIDELINES AND APPLICABLE LATE FEES: The Library may limit the number of items that may be borrowed according to demand. Late fees are as follows: Adult and YA books are \$.25/day, children's books are \$.10/day, magazines are \$.25/day, museum passes are \$10/day and dvds, blu-rays and video games are \$1.00/day.

2. BLOCKS ON PATRON ACCOUNTS/USE OF CARD: "Block on Use of Card" means that a patron may not check out any items from the library until the block is resolved. A library card is blocked from use under these circumstances: a. Expired Card - Cards are valid for a period of three years. Cards may be renewed

if all charges for lost items have been paid and the card has an outstanding balance of less than \$20.00.
b. Unpaid Balance – A card is blocked if a patron has unpaid fines and fees equaling \$20.00 or more. The block will be removed when the balance owed is less than \$20.00.

3. RENEWING MATERIALS a. Patrons may renew items for up to 3 additional loan periods if there are no other patrons who have reserved the item. If there are reserves on the item, it may not be renewed.
b. items may be renewed in person, by phone or online.

4. RESERVING MATERIALS a. Patrons may reserve items that are currently checked out or on order. Reserves may be placed at the Circulation Desk, by telephone, or online. Reserves are placed on a first come, first serve basis. b. When a reserved item becomes available, the patron is notified and has 5 days to pick up the item. If the patron does not pick up the item within 5 days, the item becomes available to the next patron or is returned to the shelf or lending library.

5. RETURNING MATERIALS a. Items should be returned to the library by their due date. Items returned to the book-drop by the opening hour of the library for that day are counted as being returned on the previous day.

6. LOST ITEMS: An item is declared lost if: a. it is reported lost by the patron who borrowed the item or the item has been overdue for more than 50 days. After 50 days the patron will be responsible for full current replacement cost of the item. If a patron has an item on their record that has been declared lost, the item must be resolved before additional items can be borrowed.

7. DAMAGED MATERIALS If an item is damaged but still usable, there is no charge to the patron. If the item is damaged and can be repaired, a processing fee of \$5.00 will be charged, as well as a repair fee of \$5.00. If the item is damaged and cannot be returned to the collection, the patron is responsible for the full cost of the item, plus a \$5.00 processing fee. The Library Director or their designee will determine if the item is still usable.

CHAPTER V – BEHAVIOR POLICY No individual may engage in inappropriate conduct on the premises of the Rachel Kohl Community Library, or when using library facilities, or when participating in library programs. Patrons shall be engaged in normal activities associated with the use of a public library while in the building.

Inappropriate behavior shall include, but not limited to, the following conduct or behaviors:

1. Engaging in any activity in violation of federal, state, local, or other applicable law or Library policies.
2. Possessing, selling, distributing, displaying or using any dangerous weapon upon library premises or using or threatening the use of any other object in such a manner that it may be considered a weapon.
3. Engaging in any physically or verbally intimidating or assaultive behavior, including any threats of violence or unlawful activities. The Library has a policy of zero tolerance for threats and acts of violence. Any persons engaging in such behaviors will be immediately ejected from the Library.
4. Possessing, selling, distributing, consuming or being under the influence of any alcoholic beverage or controlled substance.

5. Trespassing by entering or remaining on Library premises after having been notified by an authorized individual not to do so, and entering or remaining on the library premises during the period in which an individual has been banned from the premises.

6. Refusing to follow the reasonable directions of library staff, including failure to take shelter in an emergency as directed by staff.

7. Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature to library users or staff including stalking, prolonged staring at or following another with the intent to annoy or intentionally behaving in a manner that could reasonably be expected to annoy or disturb other patrons.

8. Engaging in any sexual contact, activities, harassment or conduct towards staff or other patrons.

9. Selling, soliciting, surveying, distributing written materials, panhandling or canvassing for any political, charitable or religious purposes inside the library building, doorway or vestibule without prior authorization of the Library Director or designee.

10. Smoking or other use of tobacco products within 20 feet of the Library building.

11. Engaging in excessive or disruptive conversations, talking loudly, using personal electronic equipment at such a volume or making ongoing noise that is unreasonably disturbing to other library users.

12. Not wearing shoes or shirt within the library and or having body odor that is so offensive that it disturbs others.

13. Using library materials, furniture, equipment or facilities in any manner inconsistent with the customary use thereof or the theft or intentional damaging of library materials, furniture, equipment or facilities.

14. Interfering with the safe and free passage of library staff or patrons on the premises, including but not limited to the placement of objects in hallways, aisles, flooring or elsewhere in a manner that impedes the free passage of such persons about the library.

15. Bringing any animal into the library except service animals. "Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability."
https://www.ada.gov/regs2010/service_animal_qa.html

16. Entering non-public areas of the library without permission.

17. Improperly using library restrooms or facilities for purposes such as bathing, shaving or changing clothes.

CHAPTER VI – UNATTENDED CHILDREN POLICY The Library is a public building and as in all public buildings, public safety is a real concern. Library staff cannot and should not be expected to prevent children from interacting with or leaving the library with a person who is not an appropriate chaperone. Responsibility for a youth using the library rests with the parent or guardian, not with Library personnel. An unattended child is defined as a young child who is unable to care for them self when left at the

library without another adult in sight/sound range; any child left alone for a long period of time; or any child not picked up at closing time. It is the responsibility of parents/guardians/caregivers to supervise their children while they are using the library. The Library is not responsible for any consequences of parents ignoring their responsibility.

The Unattended Children Policy is as follows: 1. Parents are always responsible for their children's actions while they are using the Library. Children must follow the rules of appropriate behavior and code of conduct in the library and the direction given to them by the library staff.

2. Children under the age of 8 must have a responsible adult with them at all times. (An adult is defined as someone age 16 or older). The adult must remain within sight and conversation distance of the child at all times.

3. Children ages 8-11 may be left unattended for short periods of time but must have a responsible caregiver in the library at all times for the duration of the visit. The caregiver must be at least 16 years old and have a number where a parent/guardian can be reached in case of emergency.

4. Children age 11 and above are welcome to use the library unattended but not for extended periods of time. We expect parents to set appropriate limits for their children's library visits.

5. Parents should be aware of the library hours and arrive at the library ten minutes before closing to be certain their child is picked up before the library closes.

6. A child with no means of getting home at the time the library closes is considered a stranded minor. The police will be notified to take custody of the stranded minor if he/she has no means of getting home when the library closes to the public. Two adult staff will wait with the child outside the closed building until a parent or the police arrive, weather permitting. Staff will not wait with or invite the child into their car. Under no circumstances will staff transport the child from the library building.

7. If a child is left in the care of someone deemed not responsible by the library staff, parents/guardians will be notified and asked to pick up the child immediately.

8. If a child is left unattended in the library for an extended period of time, the library staff will also contact the parent/guardian responsible for the child. If no one is available, the staff reserves the right to notify police if deemed necessary.

CHAPTER VII – COMPUTER AND INTERNET USE POLICY

1. **Mission:** The Rachel Kohl Community Library offers Internet access to all patrons. The Library affirms the following principles and user rights as delineated by the American Library Association: a. Electronic information, services, and networks provided by libraries should be readily, equally, and equitably accessible to all library users. b. Libraries and librarians should not deny or limit access to information available via electronic resources because of its controversial content or because of personal beliefs or fears of confrontation. c. Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction. d. Responsibility for and any restriction of a child's use of the Internet rests solely with their parents or legal guardians.

2. The Library's Role: Library staff will identify on the Library's home page specific starting points for searches and links to sources on the Internet which may be helpful to many users. Users are cautioned that (as with books and other materials) ideas, points of view, and images can be found on the Internet which are controversial, divergent and inflammatory. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary which may be found on the Internet. Furthermore, because access points on the Internet change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive or disturbing. Computers available to the public which can be used to access the Internet must be shared by library users of all ages, background and sensibilities. Since staff cannot consistently and effectively monitor the public's use of the Internet, individuals are asked to be sensitive of other's values and beliefs when displaying potentially controversial information or images on public computer screens. Users are also cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use and, therefore, should be considered public.

The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. The Library makes no guarantees, either expressed or implied, to the quality or content of the information available on the Internet. Not all the information available via the Internet is accurate, current, unbiased or complete. Users are encouraged to be good information consumers by evaluating the validity of information accessed via the Internet.

3. Library Responsibilities The Delaware County Library System will install and maintain commercially available antivirus and spyware protection software on its computers and network; however the Library is not responsible for any damage done to computer users' media, data, hardware or software by any virus which may have been contracted on or through Library equipment or by the malfunctioning of library hardware, software, or communications.

4. User Responsibilities: All users of the public computers and Internet are expected to use this library resource in a responsible and courteous way, consistent with the purposes for which it is provided, and to follow all Internet-related rules, regulations and procedures as follows:

- a. Any activity with pornographic material is strictly forbidden.
- b. Recognizing that the Internet, like all of the Library's information sources, must be shared and used in a manner which respects the rights of others and refrains from activities that prevent others from using it.
- c. Refraining from illegal use of the Library's Internet resources, including using such resources to engage in harassment or defamation.
- d. Respecting intellectual property rights by making only authorized copies of copyrighted, licensed or otherwise-controlled software or data residing on the Internet.
- e. Respecting the privacy of others by not representing oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking disallowed access to any computer system via the Internet.

f. Refraining from damaging equipment or altering the setup of computers used to access the Internet at the Library.

g. Refraining from installing or running personal software on a Library computer.

h. Refraining from altering or damaging software or data stored on Internet accessible computers.

i. Refraining from the deliberate propagation of computer worms and/or viruses.

j. Respecting time limits imposed by Envisionware software.

k. User data may not be saved or stored on the hard drives of Library computers. Users must supply their own storage device, such as flash drives, to save their data.

l. A maximum of two persons may sit and/or work together at any one computer.

5. **Child Safety on the Internet.** Parents or guardians are responsible for the Internet information selected and/or accessed by their children. Children who use the Internet unsupervised may be exposed to inappropriate or disturbing information and images. Parents are encouraged to discuss the use of the Internet in relation to family values and boundaries with their children and to monitor their children's use of the Internet.

CHAPTER VIII – MEETING ROOM POLICY

The Rachel Kohl Community Library's meeting rooms are available for rental by groups, individuals and nonprofit organizations which are informational, educational, cultural, social and civic in nature.

Meeting rooms may not be used for:

- fundraising.
- commercial purposes.
- political campaign purposes.
- or any use for which Rachel Kohl Community Library elects not to permit.
- admission fees may not be charged
-

Rachel Kohl Community Library reserves the right to accept, renew, or reject requests for use of the room(s).

That a group is permitted to use a Library meeting room does not in any way constitute an endorsement by the Library of the group's business, policies or beliefs. Further, no claim to that effect, nor claim to the Library's sponsorship may be used, explicitly or implicitly in advertising. Neither the name, phone number or address of the Library or its image may be used except for location purposes. Further, the Library will not advertise on its social media sites, calendars or signs any meeting by any rental group.

Fees:

- Not for Profit Organizations with proof of a 501(c) (3) status: \$25 per hour with a two hour minimum rental required.
- Other Organizations: \$30 per hour, with a 2 hour minimum rental required.

- Individuals: \$35 per hour, with a 2 hour minimum rental required.
- Kitchen privileges – an additional \$15.00 per event.
 - There is no equipment available for cooking food on the library premises.
- The conference room is available for an additional fee of \$30 per event.
- There is an additional fee of \$25 per hour for any time before or after our normal hours of operation and is dependent on staff availability.
- Remember to include set up and clean up time in your request. For example: if your event starts at 11, but you need an hour to set up or decorate, your time would start at 10.
- These fees may be waived at the discretion of the Library.

Regulations for use of meeting rooms:

- Events in the community room end 15 minutes prior to our close time, unless prior arrangements have been made.
- Smoking, controlled substances or gambling is not permitted.
- Alcoholic beverages are prohibited.
- Rooms marked for staff use only are not to be used or accessed.
- The meeting rooms must be left in a clean and orderly condition. Waste should be placed in the proper receptacles. The group using the room is responsible for total set up and clean up. The library reserves the right to charge a fee if facilities must be cleaned. No custodial service is available.
- 90 folding chairs, 11 6ft tables and 5 card tables are available.
- The room has a total capacity of 125. A sound system and projector system are located in the room. The group is responsible for supplying their own computer, mp3 player or smartphone to use the sound system and to screen presentations or DVDs.
- The library staff is NOT at the disposal of the group. It is the responsibility of the applicant and/or the group to provide any necessary expertise or equipment if it is not available in the meeting rooms.
- No storage of the organization's items or equipment is available before or after the meeting.
- Nothing may be attached to the walls, ceiling, floor, furniture, or room dividers.
- Lighted candles or flames are not to be used within the meeting rooms with the exception of Sterno used by caterers.
- In the event that the library closes due to an emergency or inclement weather, use of the meeting room is automatically cancelled and the rental fees will be reimbursed. The renting organization's contact person will be notified by the library. It is the responsibility of the organization to notify attendees of the cancellation.
- If the renting organization cancels its event or meeting, they must notify the library one week in advance in order to receive reimbursement of rental fees.

- Meeting room attendees may not leave children unattended in the library.
- Failure to comply with this policy may result in denial of future use of the library meeting rooms, financial liability for damages, and/or removal from the meeting room.

Application:

1. The application form must be signed by a representative of the group who will attend the event and be responsible for the conduct of the attendees and for any damages.
2. Each application will be reviewed and the contact person will receive confirmation. The meeting rooms will not be considered scheduled until confirmation is sent.

CHAPTER IX – CONFIDENTIALITY OF LIBRARY USER RECORDS

Privacy is essential to free inquiry in the library because it enables library users to select, access, and consider information and ideas without fear of embarrassment, judgment, punishment, or ostracism. A lack of privacy in what one reads and views in the library can have a significant chilling effect upon library users’ willingness to exercise their First Amendment right to read, thereby impairing free access to ideas. Libraries, librarians, and library workers have an ethical obligation, expressed in the [ALA Code of Ethics](#), to preserve users' right to privacy and prevent any unauthorized use or disclosure of users' personally identifiable information or the data associated with their use of the library's resources. This requires libraries and all those who work in libraries to maintain an environment that is respectful and protective of the library user's privacy. This includes the adoption of policies and practices that treat patron data as confidential. Therefore:

1. The Rachel Kohl Community Library maintains the confidentiality of library user records according to:

***PENNSYLVANIA STATUTES
TITLE 24. EDUCATION
CHAPTER 16. LIBRARIES
ARTICLE IV
[P.S.] § 4428. Library circulation records***

Records related to the circulation of library materials which contain the names or other personally identifying details regarding the users of the State Library or any local library which is established or maintained under any law of the Commonwealth or the library of any university, college or educational institution chartered by the Commonwealth or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding. Last Updated: 02/15/2017

2. The library does not disclose any information about a patron’s account or use of the library, including items charged to a patron’s card, items requested by a patron, any questions directed to library staff, or any use of library computers, including time and dates used or use of the internet. This confidentiality also includes all materials used in-house, for which certain identifying information may be kept for statistical purposes.
3. Such records are not to be made available to any person or agency including agencies of state, federal or local government except pursuant to subpoena, court order or where otherwise required

by law. Any request from law enforcement officers should be referred to the Library Director or their designee.

Exceptions: While the library will not share card holder information, patrons do have control over the privacy of their own records. Therefore, patrons who want to give another individual permission to access and use their records, must give permission in writing. The permission form will be kept on file in the library. A valid library card or valid picture ID is required at each time an inquiry is made about the account by anyone other than the cardholder.

CHAPTER X – MUSEUM PASS POLICY

The Friends of the Rachel Kohl Community Library, the Library Foundation of Delaware County and the Library have donated funds for the purchase of museum passes for the benefit of patrons of the Rachel Kohl Community Library. The following policies apply:

- The passes may be borrowed only by library card holders ages 18 and over who are in good standing.
- Each museum pass may be loaned for a three (3) day period. Renewals will not be allowed.
- Two passes may be borrowed per household at a time.
- A patron may reserve a pass by phone to be picked up the same day during regular Library hours of operation. Patrons may also reserve a pass the day before. If it has not been picked up by noon the following day, the reservation will be cancelled. Passes will also be available on a first-come, first-served walk-in basis.
- Passes may be picked up only by the reserving patron, who must present their valid library card or photo ID.
- Passes must be picked up from and returned to the Circulation Desk
- Each museum pass may be loaned to someone in the same household only once in a two month period, except on a walk-in basis.
- A fine of \$10.00 per day will be charged for each day that a museum pass is overdue, including any day that the library is scheduled to be closed, except for an unscheduled closing due to weather or other emergency conditions.
- Failure to return the museum pass will result in a fine equal to the replacement cost of the pass, plus a \$10.00 service fee.
- Library patrons checking out a pass are responsible for carefully reading the museum guidelines since each of the museums sets its own rules and regulations for the passes. The library assumes no responsibility for any misunderstandings that a patron may have regarding the terms of a particular pass.

- The Library Director or designee in their absence, shall have the discretion to modify these rules in the event that an accommodation is necessary.

CHAPTER XI – DONATION POLICY

Rachel Kohl Community Library is pleased to accept donated books and media. We do not accept other materials without prior specific approval. It is the desire of the Library to accumulate a quality (not merely a large) collection of books, periodicals, media, and reference material. In order to achieve this goal, we have established the following guidelines.

Donations become the property of the library and may be used to benefit the library in a variety of ways, including resale or donation to other agencies. Donors will not be notified regarding the disposition of their gift and donations may not be reclaimed.

The library does not extend preferential treatment or fee reductions to donors.

Tax receipts for materials donated to the library will be provided, but placing or providing proof of a value on the material is the responsibility of the donor.

Physical Condition • Books should be free of damage or odor. • Books should be attractive, with intact cover and pages. • There should be no writing in the book. • There should be no water stains, mold or mildew.

Specific Categories we will generally NOT accept

- Publications with a copyright date earlier than three years in the areas of science, law, health, geography or technology
- Condensed books
- Used textbooks
- Reference materials more than two years old
- Propaganda or solicitation
- Original media
- Encyclopedias
- Magazines
- VHS Cassettes

Audio, Video and Other Media • The Library will accept compact discs and DVDs in good working order. • Media must be in its original case with all accompanying artwork and copyright information. • We will not accept duplicated materials.

CHAPTER XII - SOCIAL MEDIA POLICY

Purpose: This policy is intended to guide patron and staff use of the library's social media, including but not limited to Facebook, Meet-Up, Twitter, Goodreads, Pinterest, and blogs. It is intended to complement other relevant library policies, including Privacy and Computer Use policies, and guide the application of these policies to situations that are particular to social media sites.

Goals: The library's goals for its use of social media are to encourage patron interaction with the library, and offer the library an additional avenue for the promotion of its services and programs. These goals should guide the selection of social media content posted.

Patrons are welcome and encouraged to comment on and share the social media posts created by the library. All posts must conform to the terms of service of the website, and cannot contain material that is deemed by library management to be inappropriate, including but not limited to:

- Spam
- Abusive or offensive material
- Hateful or racist remarks
- Personal information related to someone other than the poster
- Off-topic comments
- Political campaigning

Material that violates this policy will be removed at the sole discretion of library management. Patron posts should be regarded as the opinion of the individual poster only, and not necessarily that of the library or its staff. Patrons are discouraged from posting confidential information of any kind through social media.

Privacy: In compliance with the library's Confidentiality Policy, confidential patron and staff information will not, under any circumstances, be posted to any social media page for the library. Photographs of library events or facilities may be posted by staff in order to promote library programs and services. While taking pictures for this purpose, reasonable attempts will be made to accommodate people not wishing to be photographed, however complete exclusion from photos is not guaranteed. Patrons should never be tagged or identified in a photo posted online unless explicitly granted permission by that patron. In the event that a person is included in a photo who does not wish for it to be posted online, the photo will be removed from the library's page in a timely manner once a library employee is notified of the patron's wishes.

CHAPTER XIII. DONOR PRIVACY POLICY

Rachel Kohl Community Library is committed to respecting the privacy of our donors.

Information Collected. These are the types of donor information that the Library will collect and maintain:

- contact information: name, organization/company, complete address, phone number, email address
- donation information: amounts donated, date of donation(s), and method
- information concerning hours you have volunteered
- your requests and comments

How Information is Used. The Library uses your data to maintain records of donations, send acknowledgements, notices and direct mail pieces, and for internal marketing purposes.

We normally add you to our mailing list, unless you request otherwise. Our third-party mailing service is contractually obligated to treat the lists with confidentiality and is prohibited from transferring them elsewhere.

We do NOT list individuals' names in ANY of our publications. Corporate and Foundation sponsors are listed in our Annual Report and event programs.

We use your written comments/letters occasionally to post on our website (in an anonymous fashion), and to respond to your inquiries.

Credit card numbers are NOT retained once processed. Our website has a SSL certificate. Donations over 2% of our entire budget must be reported on IRS Form 990, Schedule B.

No Sharing of Personal Information. The Library will not sell, rent, trade or transfer your personal information to outside organizations. Use of donor information will be limited to the internal purposes of the library and only to further our mission. Nevertheless, security measures may not prevent all losses, and the library is not responsible for any damages or liabilities relating to security failures.

Removing Your Name from Our Mailing List. Please contact the Library if you wish to be removed from our mailing list. Email rkdirector@delcolibraries.org or call 610-358-3445, ext. 102.

CHAPER XIV. HOME DELIVERY SERVICES POLICY AND PROCEDURES

Volunteers at the Library deliver books to the elderly or disabled unable to visit the library.

- **VOLUNTEER SERVICE:** Homebound Delivery is a volunteer program operating out of the circulation department at the Library. The program complements other library services by reaching a population that cannot otherwise use the library. Homebound Delivery cannot operate without the commitment of its volunteers.
- **APPLICATIONS:** Persons interested in either receiving homebound delivery services or volunteering to provide those services must fill out the appropriate application form available at the circulation desk. It can also be mailed or hand delivered to a patron. Completed applications will be returned to the Director.
- **REQUIREMENTS FOR HOMEBOUND READERS:** Homebound readers must be registered borrowers at the Library in good standing. Their borrower cards will be kept with their application form. Patrons already registered should return their cards with the homebound delivery application. If a patron no longer needs the service, their library card will be returned.
- **TRAINING AND RESPONSIBILITY:** The volunteers are responsible for delivering and returning books for the homebound reader, and selecting from the library's collections appropriate books and materials, with staff assistance. The volunteer is the patron's main link to the library.
- **SERVICES AVAILABLE:**
 - This program is designed primarily for the delivery of materials with a three week loan period.

- Renewals: Materials provided through Homebound Delivery Services are renewable, if there are no other holds on the item.
 - Holds: Books in circulation may be reserved or placed on hold.
 - Interlibrary Loan: Materials not available through RKCL may be borrowed throughout the Delaware County Library System and therefore may take longer to obtain.
 - Volunteers should take advantage of these special services or limited loan materials only if they are flexible enough to deliver promptly and pick up prior to the dates due.
 - Homebound readers should be aware that volunteers are provided for the delivery of library materials only.
- **IMPLEMENTATION:**
 - The homebound reader's library card is kept in the Circulation Department. Before any materials leave the library they should be checked out on the reader's card by library staff.
 - Each time staff check out books to a homebound reader they will print out a checkout receipt for that patron. The latest checkout receipt will be placed in the reader's folder, and any outdated receipts will be discarded. A copy of the receipt from the latest transaction will be placed with the materials for the homebound reader.
 - **FINES:** The Library does not charge homebound readers fines for materials overdue through no fault of their own, nor does it wish to penalize its volunteers. However, the Library reserves the right to take appropriate punitive measures if materials are consistently overdue or library regulations violated. Such measures may include the assessment of fines or dismissal of offending volunteers.

CHAPTER XV – EMERGENCY PANDEMIC POLICY

In Pennsylvania, the wearing of a face mask or other nose/mouth covering in indoor spaces, such as the Rachel Kohl Community Library, is mandatory. *Guidance for Businesses Permitted to Operate During the COVID-19 Disaster Emergency to Ensure the Safety and Health of Employees and the Public* ("Require all customers to wear masks while on the premises.").

All members of the public, staff, delivery persons, contractors and consultants must wear a mask while in the library building. This is consistent with advice from the CDC, Governor Wolf's Executive Order, the Office of Commonwealth Libraries' Framework for Reopening Public Libraries and public health authorities.

"A mask" includes a bandana, scarf, face shield, or cloth face covering. It must cover the nose, mouth and chin.

If a patron claims a medical disability for their inability or refusal to wear a mask, the library will offer reasonable modifications to receive services that doesn't create a direct threat to employees and other users of the Library. Title II permits the library to thereafter engage in a "reasonable modification analysis" to determine if there are alternative ways you can receive the services you want from the library without gaining access. 28 C.F.R. § 35.130(b)(7)(i). This includes curbside pickup, offer to photocopy or print and an offer to put items on hold.

RKCL is not required by Title II of the ADA to grant physical access to the library, if we can offer reasonable access.

- 28 C.F.R. § 35.130(h) provides: “A public entity may impose legitimate safety requirements necessary for the safe operation of its services, programs, or activities.”
- 28 C.F.R. § 35.139 provides: “[Title II of the ADA] does not require a public entity to permit an individual to participate in or benefit from the services, programs, or activities of that public entity when that individual poses a direct threat to the health or safety of others.”

Procedure: The Director will inform library users who seek entrance into the library without wearing a mask the above information. Such will be done as quietly, privately, and politely as possible, contingent upon circumstances. A mask will be provided if the patron so chooses. If after the alternative access has been presented, no agreement between RKCL and the library user has been reached, RKCL will not grant access to the library patron. The patron will be told to leave the premises. Library staff members will call 911 without hesitation in any circumstance when the interaction with the library user raises concern to the health or safety of the employee.

The Director will ask the library user for their address so a notice of the denial of services can be sent by certified mail to the library user. Appeal of the denial of service may be made, in writing, to the Board of Trustees of the Rachel Kohl Community Library, 687 Smithbridge Rd, Glen Mills, PA 19342. The library user will be notified by the Board of the date and time of the appeal hearing by certified mail and email. That hearing may take place in a virtual setting.

All returned items will be quarantined for three days upon their return. Check in will be backdated 3 days to account for the time in quarantine.

Curbside pickup will be the only access to the library collection until the Board of Trustees and Director, based on the recommendations of public health officials, Office of Commonwealth Libraries and the Governor, deem it safe to open the building to the public. Until that time, contactless, curbside pickup will be available, with patron requests being accepted by phone, online or email.

When the Library is reopened to the public, new procedures will be adopted to ensure the safety and health of our staff and patrons.

APPENDIX 1. 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, age, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

APPENDIX 2. 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.