

# *PLUMAS COUNTY LIBRARY*

## *MANUAL OF POLICIES AND PROCEDURES*

**revised 10/2023**

### **Plumas County Library Mission Statement**

The Plumas County Library provides free access to printed, audio-visual and electronic forms of information, and educates the community as to the uses and value of its resources. Serving as a gateway to knowledge beyond its collection, the library is a reflection of the community, a gathering of its knowledge, culture and information.

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# **I. COUNTY LIBRARY ORGANIZATION**

## **Headquarters**

The Quincy library is the administrative and service headquarters for all library branches and stations in Plumas and Sierra Counties. Headquarters is responsible for the daily operation of the Quincy library, and provides the following services for the Library System as a whole:

- collection development
- cataloging, processing, and mending/repair
- coordinating children, adult, and technical services
- answering reference questions
- managing the budget
- handling requests from branches for supplies and equipment needs
- grant application, coordination, and management
- overseeing county-wide programs and services
- coordinating community outreach

## **Branches and Stations**

Library Branches are county-owned facilities run by Plumas County employees. Library Stations are library outlets in non-county owned facilities, run by Sierra County employees. The major functions of branches and stations include:

- making the public aware of Library services
- circulation and all related tasks
- answering basic reference questions and referring unanswered questions to Headquarters
- providing programs and services for their local community
- prepare bins or other formats for delivery service

## **Bookmobile**

Due to the destruction of the Greenville library branch in the Dixie Fire of August 2021, and through the *Stronger Together: Improving Library Access* grant, Plumas County Library uses a bookmobile in Greenville and surrounding areas until the library can be rebuilt. (This project was supported in whole or in part by funding provided by the State of California, administered by the California State Library.) The bookmobile has its own appendix to the policy manual. We offer gratitude to the Plumas Unified School District for letting us use a classroom on their campus to temporarily house the Greenville library until the bookmobile is delivered in 2024, the people and groups who contributed funds and materials in the aftermath of the fire, and Quincy Friends of the Library for tracking the funds and organizing material donations.

*[Replace this page with the Staff Organization Chart]*

## **Philosophy of Library Service**

The Plumas County Library's primary role is to provide excellent public service while fulfilling the library's mission. Staff should make patrons feel welcome and comfortable when using library services and maintain branches and stations in a manner that is inviting, professional, and well-organized.

The following principles of public service should serve as guidelines in all transactions with public and staff:

1. The Library supports intellectual freedom and protects the democratic right of all its users to freedom of information. This includes the right to read, receive, and express ideas and the right to acquire skills to seek out, explore, and examine ideas. Library users have the right to locate and retrieve information unimpeded by fees, age limits, separate collections, or other restrictions. It is the responsibility of staff to place the principles of intellectual freedom above personal opinion when selecting and providing resources.
2. The library offers the same respect, the same helpful friendly manner, and the same quality of service to all.
3. Library staff will treat all questions and requests seriously and in a nonjudgmental way. All requests for information are considered confidential (see Confidentiality of Information, page 8).
4. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.
5. Library staff will use their knowledge of library resources to fulfill requests in a timely manner, or else present alternatives when requests cannot be met immediately.
6. Staff will be familiar with library policies and, if asked, be able to explain the policy and the purpose of the policy to patrons.

The Plumas County Library supports the American Library Association Library Bill of Rights, as well as the American Library Association's Freedom to Read and Freedom to View statements. (See Appendix B, C, and D.)

## **California State Library Laws**

Library policies are written to adhere to California State Library Laws ([www.library.ca.gov/laws/index.html](http://www.library.ca.gov/laws/index.html)). Even-handed and objective enforcement of library policies is necessary to protect the constitutional rights of all citizens.

## **Confidentiality of Information**

Library patrons have the right to confidentiality of their reference requests, reading habits, and library use patterns. Staff should never discuss a patron's registration information, delinquency status, borrowing records, Internet use, or requests for information with other patrons, including family members.

Exception: Staff may inform the guardian listed on a child's account about their delinquency status. This can include the title of any missing or damaged materials, or fines related to their delinquency status. Once a child's books are overdue, they are the responsibility of the guardian.

Requests for patron information from anyone claiming to represent law enforcement should be referred to Headquarters immediately.

## **Appropriate Dress for Library Staff**

As a Plumas County Library employee, you represent our libraries, and your appearance is taken as a reflection on our department. Library and Literacy staff are expected to dress in a manner that is safe, neat, clean, and professional.

Appropriate attire should be worn during all work hours, and whenever staff is representing the library at an event or training program, whether on or off the premises.

The following list of inappropriate articles is not inclusive, but should serve as a guideline:

- sweatshirts or sweatpants
- see-through clothing
- overalls
- shorts, capri length okay
- t-shirts with pictures, slogans or logos (library/read logos ok)
- strapless, spaghetti-strap or tank-tops (shoulder straps should not be thinner than 2 inches)
- low-cut or backless tops
- any outfit which shows bare midriff
- any open toed shoe

Please consult your supervisor if you have any questions about the appropriateness of a particular clothing item.



## **Rules for Library Behavior**

Library rules are for the comfort and protection of all who work in and use the library. Patrons are expected to be cooperative with library staff and help maintain an environment conducive to enjoyable use of the library by all.

No patron shall interfere with the reasonable use of library facilities by other patrons.

Parents are responsible for the behavior and supervision of their children.

Cell phone calls should be taken outside the library.

The volume on all electronic devices, including library computers, must be inaudible to others.

You are required to wear (1) a shirt or other covering of the upper body; (2) pants, shorts, skirts, or other covering of the lower body; and (3) shoes or other footwear.

### **The following are prohibited:**

Food or beverage

Smoking

Sleeping

Solicitation of any kind

Blocking library entrances with bicycles, strollers, animals, or any activity which interferes with any person's comfort or safety.

Skateboarding, roller-skating & rollerblading on library property.

Improper use of library computers as defined by library's computer usage policy.

Disturbing or annoying anyone with loud or unreasonable noise.

Harassment: "harass" includes any verbal or non-verbal conduct which is reasonably likely to embarrass, frighten, anger, or annoy a person to the extent that the person's use of the library is unreasonably curtailed by the conduct.

The library staff on duty has the right to request a user to leave the premises if they are found to be violating any of the library rules.

## **Friends of the Library**

Each library service area is encouraged to create and maintain a Friends of the Library group. In many communities, these groups are already established as private non-profit organizations. Friends of the Library groups can provide valuable community input, offer suggestions for new and improved library services, and volunteer to help implement improved services. Friends can also serve as a powerful advocacy force, raising community awareness about library issues, and raising funds to support library services.

In some cases, Friends of the Library may raise funds for a particular purchase, such as computer(s), furniture, or a capital improvement project. All purchases must be pre-approved by the County Librarian. All items purchased for the library become the property and responsibility of the library.

Library staff are responsible for maintaining positive relations and regular communications with their local Friends group. When they should be a factor in Friends' decisions, staff should explain Library priorities, policies, and procedures. Staff are expected to keep the County Librarian informed about Friends' interests and plans, and work with the County Librarian to determine branch needs.

Each Friends group is responsible for following all rules and regulations that pertain to them, including their own bylaws, the Brown Act, and conflict of interest laws.

## **Donations / Gift Policy**

The Plumas County Library welcomes donations of books and other materials in good condition. Some items may be added to our collection or passed along to Friends of the Library.

Because of limitations of space, money, and staff, the library does reserve the right to accept or discard, at its discretion, any donated materials. All donations become the sole property of the library. Items may also be passed on to Friends of the Library.

We will accept fiction and nonfiction, hardcover and paperback, items for all ages, audiobooks, and commercial DVDs and CDs in their original packaging. We also accept some non-traditional materials for the tool lending library. If a donated magazine or newspaper subscription was not pre-approved by the County Librarian, or if it no longer fits the material's selection criteria, it may be discarded on arrival.

The library does not accept items in poor condition, including but not limited to items that are dirty, dusty, stained, water damaged, mildewed, have excessive notes or highlighting, scratched or worn media, materials with torn pages, excessively worn covers, and/or damaged bindings. The library also does not accept textbooks, individual magazines or newspapers, pamphlets, encyclopedias, or dictionaries without prior approval from the County Librarian.

Please bring donations during library open hours in small boxes or bags that can easily be carried. Library staff are not able to pick up donations from a person's home and are generally

unable to carry boxes into the library from vehicles. For donations larger than three bags/boxes, please contact the library first; they may connect you to a Friends of the Library member to accept larger donations, and/or suggest a specific time/date for the donation instead. Donations should not be left on the porch and/or in the book drops.

Your donation is tax-deductible. However, by law, library staff cannot determine the value of a donation for IRS purposes. They will provide a notice acknowledging the donation made to the library upon request.

### **Adopt a Book**

You can adopt a book, audiobook, or DVD in honor or memory of a friend or family member. With prior approval by the County Librarian, you can donate a specific item and we will add a bookplate with the person's name. (Without prior approval, all donated items are subject to the same terms and therefore the item may not be added to the collection.) You can also donate funds and request they be used to buy specific genres, subject areas, or material types and we will add bookplates to the items bought with those funds. All adopted items are subject to the same weeding practices as all other materials.

### **Monetary Donations**

Monetary donations can be made to the library (checks labeled to Plumas County Library) or to the Branch's Friends of the Library group (checks labeled with the specific Friends of the Library group name.) Donors may request materials be bought for a specific Branch location, genre, or format, but the library reserves the right to disregard those requests at any point in the donation process. Funds can be donated as cash, checks, or money order.

### **Volunteers**

Library and Literacy volunteers provide a valuable service to the library and to the public, and the library appreciates their dedication and their work. By performing a variety of daily routine tasks and "behind-the-scenes" clerical work, volunteers can free library and literacy staff to provide improved services to the public.

Staff are not required to recruit volunteers, but doing so can build strong ties with the community and improve services. Even so, staff are encouraged to carefully weigh the benefits of volunteer labor with the time required to train and supervise them. Volunteers should never be left alone in the library or be used to the extent that the running of the library is dependent on their service. Volunteer work should never interfere with the work of library staff.

Some tasks which are appropriate for volunteers are:

- Shelving items, shelf-reading, dusting shelves, and otherwise organizing and tidying shelves.
- Assisting with programs
- Assisting with the general organization and tidying of the library
- Tutoring

Volunteers should be willing to commit to work regularly scheduled hours for a period of at least three months. Volunteers should notify staff if they will be unable to work their regular hours. Branches and stations should keep a sign-in sheet for volunteer hours worked and send monthly reports to Headquarters.

Volunteers who work in public areas are representatives of Plumas County Library, and are expected to follow dress code, confidentiality, and public library behavior policies. Volunteers who are unwilling to follow volunteer policies will be asked to discontinue their service.

All volunteers must complete the county's volunteer application process, including the application form and LiveScan background check, as well as any additional training to perform assigned tasks. Volunteers must be at least fifteen years old and those under eighteen require guardian permission.

When working with volunteers:

- Make sure they understand time commitment and policies
- Make sure to clearly explain what you expect them to do
- Thank them every time!

## **Community Service Hours**

The library is open to members of the community needing to complete community service hours, but, due to staff and need, may not always accept them. The library will work with the person on probation to see if they can accommodate their hours request.

People performing community service hours are not regular volunteers and do not serve as representatives of Plumas County Library. Any patrons who require help should be directed to staff members. They do not have access to any confidential information.

Some tasks which are appropriate for community service hours are:

- Assisting with the general organization and tidying of the library, especially the back office.
- Prep for programs such as cutting up items for craft projects.
- Bundling or cutting up flyers

## **II. SAFETY & SECURITY**

### **Illness & Injury Prevention Program**

Each library is responsible for having a copy of the updated version of the IIPP (available online at [www.plumascounty.us](http://www.plumascounty.us)). Staff should be familiar with the IIPP and know their responsibilities for identifying and reporting safety issues.

### **Code of Safe Practices**

The following codes are designed to create a safe library work environment. Staff will:

- Make sure to lock all computers when not in use, especially if you step away from them.
- Not keep passwords by computers or where someone can come across them, and report immediately if a password may have been compromised.
- Use a step stool when shelving items on shelves that are too high to reach.
- Not shift or sort books that are above shoulder height.
- Not use a chair or a book truck as a step stool.
- Not stand on the highest rung of ladder.
- Not allow members of the public behind the counter.
- Keep the money drawer secure.
- Stretch every couple of hours during work.
- Ensure that all walkways are clear and unobstructed.
- Wear appropriate shoes for the library.
- Not hold the phone with your shoulder for long periods of time.
- Look in book drop to check the condition of items before removing items.
- Wear gloves when removing items from book drop if items are wet or in questionable condition.
- Not use fewer than two people when moving tables longer than 3 feet.
- Not pull carts/will push carts.
- Keep copier lid closed when not in use.
- Keep paper cutter lever on lock when not using.
- Not stack more than 3 bins on a dolly at a time.
- Follow closing procedures for the library branch and ensure that the building is secure before leaving the premises.

### **Building Security**

Branch staff are responsible for the security of their branch and should have a clear opening and closing procedure for substitutes to follow in their absence. (Opening/closing procedures for the specific outlet are added as Appendix A.)

## **In Case of Emergencies**

Staff should call 911 for any potentially life-threatening situation. Staff may call Sheriff dispatch in cases of non-threatening disruptive patrons who refuse to cooperate with staff.

Branches should call Headquarters whenever they have had an emergency, after they have contacted 911 and/or dealt with the incident at hand, including:

- building emergencies (call Facilities Services, 283-6299)
- patron complaints or disruptive patrons
- injuries involving patrons or staff
- vandalism, or any situation which requires you to call the Sheriff

## **Maintenance Responsibilities**

Being onsite day to day, branch staff are able to identify and report maintenance issues. Branch staff should report needs for regular building maintenance directly to Facilities Services. Any requests for building improvements or changes should be sent first to the County Librarian.

## **Power and Internet Outages**

When a power outage occurs, staff should call the branch's electricity provider for information about the outage.

Branches should then contact Headquarters with information about the power outage. Headquarters should contact branches if power is out at HQ.

If power is estimated to be out less than 2 hours, staff should remain at work, and check out items manually (see below). Staff should close bathrooms, and the entire building if conditions are unsafe for the public or staff.

### **Manual checkout in case of power outage:**

- Use hard copy of manual checkout form.
- Write patron's library card number on form.
- Write each book's barcode number on form. Limit patrons to 3 items.
- When power is restored, all checkouts must be entered into circ. Call HQ for help if needed.

### **Manual checkout in case of internet outage:**

- Use Word doc titled "offline checkout form," which should be stored on circ computer desktop or in documents folder.
- Barcode scanner will work as usual. Scan library card and book barcodes to enter numbers into form.
- Limit patrons to 3 items.
- When internet service is restored, all checkouts must be entered into circ. Use copy and paste to enter barcodes into Koha. Call HQ for help if needed.

## **Check-in**

Any materials checked out using the automation system cannot be checked in until the system is working again. Set all returned books aside until system is working.

## **Renewals**

- Write down patron's library card number and book titles.
- When system is working, look up patron record.
- Click box next to each item to be renewed.
- Click on "renew."

## **NOTE for circulation during outages:**

Clear any fines which result because the system was down. If the problem lasts longer than the day, make sure to mark Koha's calendar so the system will not add late fees for the date range it is unavailable. If staff cannot accomplish tasks after the system is back up on the same day, make sure to remove any potential late fees. For example: The book was due Friday. The patron calls Saturday to renew, and the system is down, so staff renew the book on Monday. The patron will show a fine that staff need to clear.

## **Inclement Weather**

The safety of the public and staff is our primary concern. If a winter storm warning has been declared, and snow is falling at such a rate to make entrance to the library building unsafe (unplowed paths and unsafe driving conditions), staff should contact the County Librarian with a request to close the building. If the CAO and County Librarian are not available, staff should use judgment, and may retroactively request release with pay. (County policy states "In the Board's absence, only the County Administrative Officer (CAO) can declare the closing of offices and the releasing of employees with pay.")

## **Fire Season**

The safety of the public and staff is our primary concern. If an evacuation warning has been declared, staff can contact the County Librarian with a request to close the building. If the CAO and County Librarian are not available, staff should use judgment, and may retroactively request release with pay. (County policy states "In the Board's absence, only the County Administrative Officer (CAO) can declare the closing of offices and the releasing of employees with pay.") If a fire evacuation order has been issued, immediately close the building and evacuate all patrons and staff. Contact the County Librarian as soon as it is safe to do so.

### III. CIRCULATION POLICIES AND PROCEDURES

**Most important reminders:**

**Check the screen after each transaction.**

**Read all screen messages carefully.**

**Call Headquarters if you are not sure what to do.**

#### **Library Cards - Policy**

A file of all Plumas and Sierra County Library patrons is maintained in the Library's Koha database.

Library cards are issued free of charge and are required for anyone wishing to check out library materials. All library patrons in good standing, regardless of age, have access to all library materials and services. Library registration information should be updated whenever a patron changes address or phone number.

**You can obtain a free library card by registering in person, or you can apply online for the digital card only.**

To get a card in-person, you will need to show either a valid California Driver License of your current local address, or one form of ID showing proof of who you are (which must include your picture and name) and another document showing proof your current mailing address in California. (ID includes utility bill statements, student ID, leasing agreement, car registration, mail delivered through USPS, passport, insurance card, property tax receipt, and so on.) The names on both documents must match.

Guardians are required to sign for children's cards and take fiscal responsibility. Guardians must be over 18 years old and have some responsibility for the child.

#### **Patron Types**

- **Adult Plumas or Sierra County Residents:** If you are a resident of Plumas or Sierra County, or specified areas of Lassen and Tehama County (Westwood, Clear Creek, Mill Creek, Mineral), you may apply for an Adult Library Card.
- **Juvenile Plumas or Sierra County Residents:** If you are a resident of Plumas or Sierra County, or specified areas of Lassen and Tehama County (Westwood, Clear Creek, Mill Creek, Mineral), between 5 – 17 years old, you can get a Juvenile Library Card. These cards require a guardian's signature, and guardians are financially responsible for all materials checked out on the child's card and must provide proof of ID. Cards are renewed annually and will be automatically updated to an adult account after the child turns 18 years old.
- **Temporary Adult Plumas or Sierra County Residents:** If you are a resident of Plumas or Sierra County temporarily, on a seasonal basis, and/or are here visiting the area for a



minimum of four weeks, you may apply for a Temporary Library Card. A guardian's signature is required for accounts between 5 – 17 years old; guardians are financially responsible for all materials checked out on the child's card and must provide proof of ID. Cards are renewed annually.

- **Temporary Juvenile Plumas or Sierra County Residents:** If you are a resident of Plumas or Sierra County temporarily, on a seasonal basis, and/or are here visiting the area for a minimum of four weeks, between 5 – 17 years old, you may apply for a Juvenile Temporary Library Card. These cards require a guardian's signature, and guardians are financially responsible for all materials checked out on the child's card and must provide proof of ID. Cards are renewed annually and will be automatically updated to an adult account after the child turns 18 years old.
- **California Residents:** If you are a resident of California, you can get a California Temporary Library Card. Cards are renewed annually.
- **Out of State Residents:** Residents who do not live in California are required to pay for an Out of State Library Card unless they can show proof of a permanent second home (not business) in California. Out of state visitors may purchase a library card for \$25.00. Cards are renewed annually for \$10.00.
- **Digital/Online Only:** If you are a resident of Plumas or Sierra County, or specified areas of Lassen and Tehama County (Westwood, Clear Creek, Mill Creek, Mineral), temporary or permanently, over the age of 12, you can get an Online Only Library Card. You can get this card over the phone or through email, and you only need to provide your name, local mailing address, and phone number or email address. All digital cards are tied to physical cards (which will automatically be sent to the branch closest to your mailing address) and can be updated to a regular account at any time by coming into the library with proof of ID. This card gives you access to all digital services, but no physical services.

NOTE: Feather River College students with a local address (including their dorm room) can get an Adult Library Card or they can use the FRC Library address to get an Online Only Library Card.

*See the Loan Limits on page 21 for each patron category.*

### **Library Cards -- New Registration**

1. Ask patron if they are a permanent or temporary resident of Plumas or Sierra County.
2. Verify the patron is not already in the database. (You are usually checking by the patron's last name. However, keep in mind last names can change and be careful about nickname vs full name when looking people up.)  
\* If registration exists, see policy for Library cards – Lost (page 19).
3. If they are getting any card but the Online Only Library Card, ask to see proof of name and mailing address. They can either show a valid California Driver License, or one form of ID showing proof of who they are (which must include their picture and name) and another document showing proof their current mailing address. (ID includes utility bill statements, student ID, leasing agreement, car registration, mail delivered through USPS, passport, insurance card, property tax receipt, and so on.) The names on both documents must match.

4. Have the patron fill out the correct registration card in ink (white: permanent; green: any temporary) and verify guardian's signature for Juvenile Library Cards. Patrons do not have to provide an email address. Use their ID(s) to make sure the information on the registration card is correct.
5. Make sure you are matching the ID to the registration card, not to the screen as you fill it out; if the account is not completed and/or needs to be reviewed, the registration card will have the information we base the account on and we will not have access to their ID to check it is correct.
6. In Koha, you will go to the Patron's screen -> click "new" -> pick the correct account type from the drop-down menu (this can be changed manually, but juvenile vs all other cards have additional fields and must be chosen from the drop-down menu originally) -> fill out the fields.
7. The fields marked in red (first name, surname, zip code, card number, username and password) must be filled out before the account will save. You can complete the red fields and come back to fill in the rest of the fields if you are busy on the Front Desk. The rest of the fields must be completed before the end of day.
8. Username = library card number; password = last four digits of card. (You should scan the library card barcode into the username field rather than hand type it.)
9. If someone goes by a nickname, make sure to put their full name in the "other name" field so in the future if we need to search for the account by name it will pop up whether we look by nickname or original name.
10. Main address refers to the local mailing address. The alternate address refers to the home/residential address, either local or the address temporary cardholders permanently live in.
11. Driver's license number: If out-of-state, enter state abbreviation before #. If the same person is the guarantor for multiple cards, you will need to add something like an asterisk before entering the numbers, as you can only have one driver's license number used once in the system.
12. A patron's email is requested but not required. Leave the field blank if one is not given.
13. Juvenile Library Cards require a guarantor. Even if the guarantor is a patron, it is better to use the "non-patron" field as it provides the juvenile with more privacy.
14. Welcome the patron to the library. You should provide them at minimum with the brochure, but you can hand out other flyers as deemed appropriate.

Note: You can click on the header for the different sections in Koha to minimize/maximize the sections from view.

**New patrons may check out a maximum of 3 items on their first visit.**

### **Library Cards – New or Update Registration for Online Only Accounts**

See above for the general steps on how to add a new registration, but remember for Digital/Online Only Cards:

1. You only need to fill out the name, local mailing address, and phone number or email address, plus the library card, username, and password.
2. Add the following note under the "circulation note" field: "STOP. PERSON MAY NOT CHECK OUT BOOKS UNTIL ID HAS BEEN CHECKED AND ACCOUNT UPDATED."

3. Send the physical card to the relevant branch with a note of the person's name and that it is for an Online Only account. Each outlet should have a place to store these cards.
4. To update an account from Online Only to a regular account, you will need to verify ID, fill in the rest of the required fields, and remove the circulation note.

### **Library Card – New Registration for Sierra County Residents (HQ Only)**

Sierra County stations who do not have access to Koha will send in the registration card for new patrons. Staff at Headquarters need to follow the registration procedure, and then mail the physical library card directly to the new patron. (Include the brochure and relevant flyers.)

NOTE: If the envelope comes back as undeliverable, contact the station until staff there can double check the mailing address.

### **Sharing Your Card/Items**

Anybody can add permission for another person (spouse or otherwise) to be able to use their library card. If they are not marked in Koha and do not have the physical card, we will not be able to check any items out to them under the library account's name. Patrons are responsible for all damages, late fines, and other fees if the account is under their name, even if someone else used it.

We know sometimes you love a book and want a friend to read it. We request that an item is returned and checked out under the other person's card, rather than just passed to them under your card, as the inaccurate circulation numbers affect budgeting, reports, and collection development. Any items loaned under your account are your fiscal responsibility, even if someone else has damaged or lost it.

Go to the patron's account, click "edit", go to "alternate contact", and fill in the fields with the other person's information.

### **Library Cards – Renewal**

When the "expiration" notice shows in red, verify with the patron their mailing address, phone number, and email have not been changed. If any have been changed, click "edit details" and fix the error, then click "save."

You will need to click the "renew" button whether you edit details or not. The system will automatically update the expiration date of the library card.

Cards can be renewed over the phone, but make sure *staff* are not providing their personal information when checking if their information has changed, but that the *patron* is – this is a safety measure in case the person calling is not the patron.

## **Out of State Patrons**

Before someone who has an Out of State library account can be renewed, they must pay \$10.00 for each renewal. (This is separate from if they lost their library card, which is the same \$1 replacement fee.)

NOTE: If you suspect that a patron is using more than one name, notify Headquarters. If a patron moves away or dies, notify Headquarters and the patron account will be deleted.

## **Library Cards - Lost**

Patrons receive their first library card for free. Staff also have the authority to determine if the library card is so damaged from multiple handlings/old (usually this means the barcode is not scannable) that it needs to be replaced at no cost to the patron. Otherwise, cards that are lost cost \$1.00 to replace and patron must show ID to make sure the correct account is being looked at. Patrons should inform staff as soon as possible, as any items checked out on their account are their fiscal responsibility; we can put a pause on the account until the card is either found or replaced.

NOTE: When a library card is replaced, that means all digital services using that library card will need to be updated, and accounts/past activity information may no longer be available. If you provide the old and new library card number to the County Librarian, they can usually merge the accounts for Libby/Overdrive to keep all holds, check outs, tags, etc. (This service is only available for Libby/Overdrive.)

### **To deal with a lost/replacement library card:**

1. You will need to check their ID to make sure you have the correct account. Look up the patron by name and click on the correct patron's name when the search results show.
2. Click on the "edit" button at top. (The new Koha update means you do not need to click on the "details" tab first but can access it from the "check out" tab too.)
3. Edit the account and change both the library card number and username to the new library card number. (Make sure you also change the password to match the new library card number's last four digits.) Click "save" and make sure it saves correctly.
4. Go to the "accounting" tab and click "create manual invoice" -> pick "new card" on the drop-down menu under type and it will automatically fill in the description field with new card too -> put \$1.00 in the amount. Click "save" not "save and pay."
5. Go to "create manual credit" -> change credit type to "credit" -> put "New library card" or "Replacement library card" under description -> put amount as \$1.00 -> click "add credit."

## **Library Cards - Deleted**

If there are no fines or checked out items on the account, a patron's account can be deleted when the patron moves, dies, or otherwise asks. If there are no fines or checked out items on the account, expired patron accounts should be deleted five years after the expiration date. If the patron's home library is a station, make sure the station is aware the person is no longer a patron.

## **Loan Policy & Limits**

**New patrons may check out a maximum of 3 items on their first visit.**

Loan Policy by Library Material:

<b>Item type</b>	<b>Maximum Checkouts Allowed</b>	<b>Loan Period in days</b>	<b>Fine Amount per Day</b>	<b>Fine Amount Cap</b>	<b>Renewals Allowed</b>	<b>Holds Allowed</b>
All	30	14	\$0.10	\$3.00	2	30
Audiobooks	6	14	\$0.10	\$3.00	2	6
DVDs	2	7	\$0.50	\$5.00	1	2
Tool Lending Library	3	7	\$0.50	\$5.00	0	3
Music CDs	5	14	\$0.10	\$3.00	2	4
State Park Passes	1	14	\$0.00	\$0.00	0	1
CA Collection	0	0	N/A	N/A	N/A	3
Magazines	4	14	\$0.00	\$0.00	0	0

Loan Policy by Patron Type:

<b>Patron Type</b>	<b>Maximum Checkouts Allowed</b>	<b>Holds Allowed</b>
Adult Library Card	30	30
Juvenile Library Card	30	30
Temporary (Adult) Library Card	5	5
Temporary Juvenile Library Card	5	5
California Temporary Library Card	3	3
Out of State Library Card	2	2
Digital/Online Only	0	3*

\* Card must be updated before they can be checked out

All cards can be used for all available digital services.

Call Headquarters if you encounter any computer message you do not understand.

### **Checking Out Materials**

It is preferable that patrons have their library card to check out materials. If a patron does not have their card, staff may ask for other identification and look patron up by name. Ask patron to verify address information and birthdate. Politely remind patron that it is our policy that everyone presents their card when borrowing materials, and they need to bring it next time. Make a note in patron's account stating, "Patron needs to show card at next checkout." (Make sure to delete this message the next time patron uses their card.) This should be done on a limited basis. If a patron abuses this privilege, inform the County Librarian and the patron will be contacted.

If the patron does not have a library card yet, see "Library Card – New Registration" on page 17. If the patron needs to renew their library card, see "Library Cards – Renewal" on page 19. If the patron lost their library card, see "Library Card – Lost" on page 20.

1. Click "check out."
2. Scan patron's library card number in the check out search box. (If you need to look the patron up by name, you will need to click the "check out" tab for the patron's account first.)
3. Check the "notes and messages" box to find if and how much any fines the patron currently owes are, if there is a note about the patron account that needs to be dealt with, and if the patron has any holds. If the fines are \$6.00 or under you can continue to check items out, but make sure to inform the patron they have these fines.
4. Scan the list of any and all items that are currently checked out to make sure they do not have overdue items. Patron may not check out any items if they have materials one month or more overdue (see "Delinquent patrons" page 23).
5. Scan each item. NOTE: WATCH THE SCREEN TO MAKE SURE ITEMS CHECK OUT CORRECTLY. You should count the items as you scan them, and double check the number matches when you finish scanning out all items. (Make sure to account for any items already checked out by the patron when comparing these numbers.)
6. If the item won't check out because a message pops up saying the item is not in the system, check with the County Librarian or Library Technician. If they are not available to quickly add the item back into the system, see if the title is already in the system. If it is, write the title, author, barcode number, and material type and let the patron check the item out; staff will manually check it out to them once the item is re-added. If it is not, set the item aside to be fixed and let the patron know it will be put on hold for them once the issue is resolved.
7. If the item is on hold for another family member, unless that patron has permission to check items out on their behalf, make sure the item is checked out to the original hold.
8. If the item needs mending, mark the item for damages (or inform the County Librarian or Library Technician so they can edit the item's info in Koha to mention it), and then put the item on hold for mending, but check it out to the patron unless the integrity of the book's binding is the issue. In that case, tell the patron the item needs to be fixed first, check the item out to mending, and then put the item on hold for the patron.

9. Uncatalogued items such as Read and Return books or magazines are not scanned. Instead, tally them per your outlet's specific way of tracking uncatalogued circulation numbers.
10. Insert the due date card or stamp the due date slip. Print the receipt if that option is available at your outlet.
11. Make sure to exit out of the patron's account once completed. (Make sure to lock the computer screen if you are moving away from the computer.)

## **Delinquent Patrons**

Patrons may not check out items if they:

- owe over \$6.00 in fines.
- have materials more than a month overdue.
- are in Collections or otherwise have a blocked account. [do not override blocked accounts]

Patrons must pay fines to bring them to \$6.00 or under or return overdue materials to clear accounts.

Patrons who are in Collections, see page 26 for further detail.

Patrons who are otherwise blocked, staff need to speak to the County Librarian or Fiscal and Technical Services Assistant for further instruction if the patron's account doesn't already have a note explaining why they are blocked. The account must be resolved completely before the block is lifted.

## **Renewals**

Patrons may renew online, by telephone, or in person. Materials may be renewed to their maximum renewal amounts before they need to be checked in and reshelfed. Tool lending library items must be reshelfed for one full day before they can be checked out by the same person. If the item is not a popular item, new item, on hold for someone else, or an item with a copyright date within three years, staff has discretion to check the item out to the same patron again before it gets reshelfed, but this must be done in person and the item must be present.

### **Items may not be renewed if:**

- they are on request for another patron. Staff may not override hold notices unless it is to check the item out to mending or damages.
- the patron's account is blocked.

Barcoded materials may be renewed at any outlet. Uncatalogued materials must be renewed by the outlet they were checked out from.

### **Renewals – by phone or without item in hand**

1. Ask for the patron's name (over the phone) or their library card (in person.)

2. Under the check out tab, check all relevant items and click “renew”, or just click the “renew all” button if all items currently checked out are relevant. (NOTE: If you renew an item too soon, it will cut into the full amount of time the potential item is renewable for, so make sure not to click “renew all” if other items were just recently checked out.)
3. Tell the patron the new due date.

NOTE: Make sure you didn’t accidentally check any items in.

### **Renewals – with item in hand**

- Click the “renew” option in Koha.
- Scan the item(s) in.
- Tell patron the new due date and stamp due date slip/card with new date.

### **Checking In/Returning Materials**

All library outlets provide a location for patrons to return books when the library is open and may provide a location to drop books off when the library is closed. **Each library’s book return is emptied each open day.**

Before checking any item in, inspect it carefully:

#### **If item needs to be mended (showing regular wear & tear):**

Headquarters:

- Check item in.
- Check item out to the Mending account.
- Put the item in the mending area.

Branches/Stations:

- Check item in.
- Put the item on hold with the Mending account.
- Send to Quincy Branch.

#### **If item appears to have been damaged by the last patron:**

- If the patron is there, inform them the item will need to be sent in for evaluation and they may be charged damages, up to having to replace the book.
- Check item in.
- Check item out to Damages account.
- Add a note to the item with the name of the patron who damaged it and send it in to HQ for evaluation. You should also inform HQ the item will be coming in for damage evaluation.
- Add a note in the patron’s account with the item’s title, author, and barcode that it was sent to HQ to be evaluated for damages.

#### **For DVDs, CDs, audiobooks, and tool lending library items:**

- Check all discs or pieces are there before checking the item in. If they are not, do not check the item in and inform the patron what they are missing.



- If the patron is not there, look up the item, click on the patron's name, and let them know what is missing. Put a note on the item and in the patron's account listing what the item is missing, who the item was checked out to (on the item itself), the date, and if you spoke to the patron or left a message. Keep the item by the front desk and make sure all front desk staff are aware.
- Make sure the patron is aware the item is not checked in, and (if relevant) therefore may continue to amass late fines.

**Call Headquarters if you encounter any computer message you do not understand.**

Once inspected, check the item in.

There are currently two ways to check items in with Koha. The first way is to click the "check in" tab at the top and scan the barcodes. The second way is to click the "circulation" option in Koha, then click the "check in" option. **NOTE: WATCH THE SCREEN TO MAKE SURE ITEMS CHECK IN CORRECTLY.**

When checking in items from the book drop at the start of the day only, you must use the second way, click on the "check in setting options," and click on the "book drop mode" option before checking in items. The check in box will change color to yellow. This provides the items with the required book drop grace period. (Items left in the book drop before the library opens are considered returned the day before.)

NOTE: Koha has an internal calendar, and each outlet has its own calendar of days marked as closed, whether because of the outlet's closure schedule or because of system-wide holiday closures. Patrons are not charged late fines for those closure days.

Potential messages that may show up when an item is checked in:

- "Item on hold" -> the item is on hold for another patron. Print or write out the hold or transfer slip, and then place it in either your holds section or for delivery to the correct outlet for pick-up. For stations, items need to be mailed.
- "Call HQ! Collections" -> contact HQ and make sure they print out the patron record and add a note that the item was returned. Branches will also print out the patron record, write the note, and send it in to HQ. See "Collections" on page 26 for further detail. Cancel the hold for Collections and shelve item as usual.

Leave blue due date cards in items being returned to another branch. Remove due date cards before the item is shelved.

## **Overdue Items**

Every patron with an e-mail address in the Koha system will receive a courtesy e-mail reminder two days before their books are due and an overdue e-mail reminder sent to them unless they have opted out of the service. Items will collect late fines until they are checked in or renewed. Items renewed will restart the late fines if they become overdue again, and therefore it is possible for a patron to reach the item's fine cap more than once. Offer to renew items for patrons.

## **CA Collection (Circulation)**

Plumas County Library has a large, unique, often out of print collection that focuses on Plumas County and surrounding areas, the Sierra Nevada area, and California in general called the CA Collection. These books are housed at Quincy and cannot be checked out, but may be looked at inside the library. We ask patrons to provide collateral – such as keys - before they view the books.

We have a specific account called CA Collection Books. You will check out the books to that account before providing them to the patron. You can also put those books on hold using this account if someone requests items through phone/email in advance.

NOTE: Koha will ask you a few times if you are sure you want this item on hold.

For Branches, staff can put requested items on hold under this account. When they arrive, they may check the item out to this account and then let the patron view them. When the patron is done viewing them, the Branch will check the items in and then send the items back to Quincy, who will then check the items in again and shelve them.

For Stations, due to common mailing issues, we cannot currently provide this service.

We are working to get all items digitized.

## **Collections**

Delinquent patrons with more than \$48.00 worth of overdue materials or other fines are referred to the Plumas County Treasurer Collection Division.

**Once a patron has been referred to Treasurer/Collections, any and all actions taken on that patron's record must be reported to Headquarters immediately.**

Items returned from patrons who have been sent to collections will generate a hold notice for “COLLECTIONS” when checked in. Outlets must contact HQ for them to print out the patron record, and Branches will print out their own copy of the patron’s record to send in with the bins. (When possible, contact the Fiscal and Technical Services Assistant at HQ directly.) Print the “check out” tab page, not the “details” tab page, of the patron’s account. Add notes for any actions taken, including listing all materials that were checked in and all fines paid.

**A patron in Collections must pay all fines at once.** If the patron cannot pay the full amount, the patron must contact the Treasurer’s office to arrange a payment schedule.

**HQ staff will write the following on the patron printout:**

- Name of Branch staff you talked to
- Title of books returned and date returned
- Collections account number (in comments field of patron record)
- Amount of fines paid (if no fines paid, write “no fines paid”)

- Your initials

**Branch staff will write the following on the patron printout:**

- Name of HQ staff you talked to
- Title of books returned and date returned
- Collections account number (in comments field of patron record)
- Amount of fines paid (if no fines paid, write “no fines paid”). If the patron pays by check, please put Collections account number on check also.
- Your initials

When writing a receipt, make sure you put that the paid fines were for Collections and the Collections account number (in comments field of patron record). Make sure you are mark the TCC fine on a separate line on the receipt.

Patrons referred to collections MUST be cleared of all fines and overdue items, and cleared of Blocked status by HQ, before they can check out materials. Patrons whose records have been blocked may need to wait one business day after returning materials before their records are cleared. Patrons who pay by check will not have their record cleared until their check clears the bank.

The Fiscal and Technical Services Assistant will make every effort to contact the patron or patron’s guarantor at least three times before placing them in Collections.

Once placed in Collections, patrons will be charged a \$5 TCC fee by the Treasurer’s Dept.

NOTE: After a year overdue, items checked out to a patron in Collections should be marked as “withdrawn” in Koha. Make sure to cancel or move any holds once you withdraw an item. When relevant, you should call the patron and offer them the Zip Book Program to get the item.

### **Printing a Patron’s Record**

Patrons can see their entire record, including items currently checked out, fines, and blocks by logging into the online catalog. If a patron requests a printout of their record, make sure you are on the “check out” tab of the patron’s account. This is provided to the patron for free.

### **Mark an Item for Minor Damages**

Staff can mark an item for minor damages by searching and clicking on the item in the catalog, clicking “Items”, and then under the correct barcode adding a note into the non-public note field. (If the item is damaged by a patron, see “Checking In/Returning Materials”.) If the item’s minor damages can or should be mended, check the item out to the Mending account and send the item to HQ; otherwise, mark the damages in Koha and add your staff initials.

## **Library's Fines & Fees Schedule**

NOTE: On 9-12-23, the following new prices went into effect. This is not retroactive; people who owe fines previously to 9-12-23 owe the same amount. All item prices were changed to match these new prices, and all items should therefore have a date of 9-12-23 or later for their effective price. If they do not, it means the item was missed in the system when updating prices.

The price entered for the item is just the cost of the replacement item. Patrons will also be charged a \$5.00 processing fee (PF) for all lost/replaced items.

Stations do not charge overdue fines. Branches and Headquarters charge the following fines:

### **Fines**

Overdue DVD/video	\$0.50 per day (\$5.00 maximum)
Overdue lending library items	\$0.50 per day (\$5.00 maximum)
State Park Pass	\$0.00 per day
All other circulating items	\$0.10 per day (\$3.00 maximum)
Out of state library card	\$25.00 for the first year; \$10.00 per renewal

### **Fees for Lost Items**

Lost DVD/video	\$20.00 + \$5.00 processing fee + fines
Lost audiobook and book/CD bundle	\$40.00 + \$5.00 processing fee + fines
Lost E (board book only) or R	\$15.00 + \$5.00 processing fee + fines
Lost E (picture book) or J Fic	\$20.00 + \$5.00 processing fee + fines
Lost J NonFic	\$25.00 + \$5.00 processing fee + fines
Lost J Graphic Novel (Fic or NonFic)	\$20.00 + \$5.00 processing fee + fines
Lost YA Fic or NonFic	\$25.00 + \$5.00 processing fee + fines
Lost YA or Adult Graphic Novel (Fic or NonFic)	\$20.00 + \$5.00 processing fee + fines
Lost Adult Fic	\$30.00 + \$5.00 processing fee + fines
Lost Adult NonFic	\$35.00 + \$5.00 processing fee + fines
Zip Book (before cataloged)	Cost of Zip Book when ordered
Lost/Replaced Library Card	\$1.00
Lost tool lending library item	Item prices vary; some items have total costs and specific component costs.

Patrons may choose to buy a copy of the item which has been lost/damaged and give it to the library as a replacement. The item must be in Like New or New condition, and items in poor condition will be rejected. If the lost/damaged item is a hardcover, a hardcover must be purchased, but paperbacks can be replaced with paperbacks or hardbacks. Patrons who purchase a replacement copy still owe the \$5 processing fee and any late fines. The County Librarian may approve an item be replaced with a similar item of worth and content, but patrons will always have the option of buying the exact item.

## **Damaged Items**

Damage charges are \$1.00 minimum up to the replacement cost of the item. Branches should send damaged items to Headquarters for evaluation and HQ will inform the branch of the cost of the damage. If the item is damaged beyond repair, the patron will be responsible for the replacement cost of the item, plus the \$5.00 processing fee. Most items that receive water damage will be replaced due to potential mildew/mold issues. Most audiobooks/DVDs will need to be completely replaced if a disc is damaged/lost. Tool lending library items sometimes come in pieces or kits; some have set prices for specific components and not just the price of the whole item/kit.

## **Technology Fees**

Branches and Stations have separate fees for printing, copying, and scanning depending on the vendor and are subject to change per the vendor's new rates.

## **Collecting Fines - Koha**

Patrons should be notified of any fines owed each time they use their card. They must owe \$6.00 or under in fines before they can check out items. If they are in Collections, they must pay the full amount or contact the Treasurer's Dept to set up a payment plan; see "Collections" on page 26 for further instructions in dealing with patron accounts in Collections.

If the patron wishes to pay all or part of the fines owed:

1. Collect patron's money.
2. We currently only accept cash, check, or money order; checks and money orders made out to Plumas County Library. For Collections, you can pay the Treasurer's Dept with a credit card.
3. We only accept bills bigger than \$5 if we can make change or the amount they are paying is close to that total.
4. Click the "accounting" tab in their account. You will first be taken to the "transactions" tab, which shows all charges and payments. Check and see if the amount due are based on one late item, multiple late items, a new card, processing fee, or something else. If there is only one item the charges are from, copy the barcode for that item.  
NOTE: If it looks like the total due doesn't match, make sure you are looking at all transactions, which may include multiple pages.
5. Click on "create manual credit."
6. Fill out the fields:
  - a. Credit Type: Make sure credit type says "credit" unless discussed and approved by County Librarian.
  - b. Barcode: If there is only one item the charges are from (whether these charges come from late fees, damages, or a processing fee), paste the barcode in the barcode field. If there are multiple late fee items, or the charge is for a new library card, leave it blank.
  - c. Description: For the description put either "[type of fines] fines paid" or "[type of fines] fines partially paid" plus you always add a dash and then your initials. For example, if someone owes \$2.00 in late fees and are paying \$2.00, in description staff will write "Late fines paid – XY"
  - d. Note: In special circumstances, the County Librarian may request you add a specific note.
  - e. Amount: Enter the amount paid.
7. Click "add credit."  
NOTE: Never use the "pay" button on the check out screen. You are only marking payment through the "create manual credit" screen. Never use the "pay fines" option on the "make a payment" screen.
8. Record fines under \$1.00 on the daily calendar; record fines \$1.00 and over as a receipt. When creating a receipt for payments in Koha, add the patron's name to the receipt. Patrons may always take their copy of the receipt, and it is highly suggested they do so for any lost book charges.
9. At the end of day, create an "End of Day" receipt (where you put End of Day as the patron's name) and put the totals collected on the calendar, separating fines and prints/copies. (See Appendix K for an example.)

## **Collecting Fines – Prints/Copies/Other Fees**

Branches and Stations have separate fees for printing, copying, and scanning depending on the vendor and are subject to change per the vendor's new rates. See Appendix J.

Record fines under \$1.00 on the daily calendar; record fines \$1.00 and over as a receipt. When creating a receipt for payments of uncatalogued items such as print fees, you can just write "Patron" on the name line on the receipt. Patrons can always take their copy of the receipt if they want it.

You are not recording printing/copying/other fees in a patron's Koha account unless they are Koha-related fees.

## **Lost Items – Payment & Replacement**

A patron who has lost an item will owe charges according to the Library's Fine & Fee Schedule (see page 28). Whenever an item is being replaced/paid for, the patron will also be charged a Processing Fee (PF) of \$5.00.

A patron may say an item has already been returned. Check the shelves (you may also request another outlet checks their shelves, especially if the item was originally from that outlet and it is different from the outlet the patron checked it out from) and request the patron recheck their home, car, and any other possible location.

If an item is found on the shelves, apologize, check the item in, and forgive all late fines.

An item is not checked in until it is in hand. If an item cannot be found, the patron will be charged for the item. Add a note to their account that the item is being looked for and/or replaced.

### **Payment of Lost Item**

You would pay for lost items following the same steps to pay any fine, but make sure the patron is aware they can replace the item instead, and Branches make sure you print the patron's record with a note pointing to the item that was lost, amount paid, staff initials, and date. On the receipt, make it clear the cost of the lost item and the Processing Fee (PF) of \$5.00.

### **Replacement of Lost Item**

A patron may replace a lost or damaged item instead of paying replacement cost. The replacement item must be the same ISBN and format (hardback vs paperback) as the lost item. Whenever an item is being replaced/paid for, the patron will also be charged a Processing Fee (PF) of \$5.00.

If the lost item is out of print, or if the system already has enough copies, an item of comparable value may be substituted with Headquarters approval.

If the replacement is due to damage, and it is available, once the book is replaced or paid for, and the original item was withdrawn from the system, they may have the damaged copy. Items may be discarded by staff though.

A patron who replaces a lost item may not have the replacement back if they should locate the lost item.

### **Lost Items - Recovery of a Lost Item**

If a patron finds an item which they have paid for, they must return it to the branch within six months and show their receipt in order to receive a refund.

1. Return item to Headquarters with a note. Give patron's name, address, date of payment and receipt number.
2. Make sure to inform the Fiscal and Technical Services Assistant.
3. The County Auditor will issue a refund check and mail it directly to the patron.

### **Deposits**

#### **Headquarters**

All collected money should be tallied daily. When working the Front Desk, you will mark either the calendar (under \$1.00) or the receipt book (\$1.00 or over). When your shift at the Front Desk is over, collect all money and put it in the appropriate envelope in the filing cabinet, then fill out the front sheet with the date, your total, and initials. Remember, all Friends of the Library money is separate and is put in the FOL-marked envelope.

#### **Branches**

All collected money should be tallied daily and sent to HQ weekly in the bin delivery. All money will come with an attached deposit slip where you total fines, printing (and copying when relevant), and lost items, the complete total, and then add your staff name and date. (See Appendix K for an example of the deposit slip.)

#### **Stations**

When money is collected for Koha (either for a replacement card or for a damaged or lost item), mail the money in with a note explaining what it is for, who paid it, and when. You can wait until the end of the month and mail it in with the required monthly documents to save on postage. However, let HQ know this money was paid as soon as you receive it.



## IV. CATALOG SEARCH AND PLACING HOLDS

Patrons have access to the whole Plumas County Library collection. Patrons may also request items through the Zip Book Program or through a yellow request slip if the collection does not have an item. (If the only copy of the item is marked as lost, it is treated as if it is not in the collection.)

### **Catalog Search**

In Koha, you have the option to do a simple search of a title, author, or keyword, but results may be returned with incorrect items. You can also click on “Advanced Search” and narrow or expand your fields as needed.

At the top of the Advanced Search page, you can use Boolean Searching to help find your item. It is suggested you use keyword, author, or title. You can use more than one search box.

- Using “and” means search results should include all the words used, and items that connect the concepts together. (Think of the middle of a Venn diagram.)
- Using “or” means search results will include one or the other. This is used to help expand the scope of your search.
- Using “not” means search results will remove the items that include the “not.” This is good for distinguishing between two concepts with the same words: for example, “cardinals not baseball” should provide results about the bird cardinals, not the baseball team.

You can also narrow your search by limiting the item type. For example, just clicking on DVD will mean you are only getting the search results for movies, and not books. You can also just click on an item type, without filling in the search boxes above, and see every item in that item category. (This is good for categories with a smaller number of items, such as the Tool Lending Library.)

The next section of the page also lets you limit and filter options. (It is suggested you don’t use the “Limits” and “Subtype Limits” sections.) Under “Location and Availability,” you can narrow search results to a specific outlet and narrow search results to items currently available, meaning they are on the shelves and are not checked out, marked as missing or lost, or on hold for someone already. This is handy if you need the item immediately and cannot wait until it is put on hold.

The “Sorting” menu also lets you pick the best way to see the search results. It defaults to “relevance,” but it may make more sense to look at the results based on copyright date (date the item was actually published), acquisition date (date the item was added into the catalog; a lot of our items added to the collection is through donations, so the item may be a few years old but is new to the collection), title, or author. Sorting by call number can help you put the nonfiction books in order so you can follow the flow of the shelves, rather than dart back and forth to grab them all.

NOTE: Koha is not google and will not autocorrect a mistake. Make sure you spell the author's name and title correctly, or it may not appear. You can always google a series to get the correct order of a book series or clarify the spelling of a title/author. It is suggested you use one of the recommend reading links available on the website (see Appendix L for list too) to help find titles or authors patrons may want, especially for fiction.

## **Holds - Placing Holds**

The library catalog is available online 24/7 at [www.plumaslibrary.org](http://www.plumaslibrary.org). Patrons need a login and password to place online holds; the default login is patron's library card number and last four digits of their library card. Patrons may also ask staff to plan an item on hold for them.

1. Find the item in the catalog and click on the title to open the record. Remember, the same title may have more than one record due to format.
2. Click "Holds"
3. Enter the patron's name or library card number. (Make sure you click on the correct patron's name if more than one name pops up.)
4. Double check the pickup location is correct.
5. If there is only one copy in the system, leave the default checkmark next to "Hold next available item" and click on the "place hold" button.
6. If there is more than one copy in the system, you may want to specify which item should be put on hold. Double check the pickup location is correct and click on the "place hold" button.

NOTE: Your first choice is an item at the same outlet the patron will pick up from. Your second choice is another Plumas County Branch; keep in mind the bin delivery route, and that an item going from Chester to Portola (or vice versa) will take longer than an item going from Quincy to either branch (or vice versa) or Greenville to Chester (or vice versa). Your third choice is a Sierra County station, and you will also need to email the station directly to let them know the title, author, barcode, and call number of the item and where it is being sent to and for which patron.

## **Item Not Found in Catalog**

Patrons may also request items through the Zip Book Program or through a yellow request slip if the collection does not have an item. (If the only copy of the item is marked as lost, it is treated as if it is not in the collection.) We suggest the Zip Book Program (when applicable) first.

For the yellow request slip, at minimum make sure the patron's name, date, pick-up branch, title, and author are listed. If the item is purchased and/or donated within a three-month period, the item will be put on hold for the patron once it is added to the collection.

## **Holds - Pulling Holds: Holds Queue and Transfers to Receive**

### **HQ and Branches - Daily**

The holds queue should be checked periodically throughout the day, especially at the start of the day and the end of the day before bin delivery pick-up. The holds queue will update every hour or so.

1. In Koha go to “Circulation” and then “Holds Queue.”
2. Change the drop-down menu to the correct location.
3. Leave the item type, collection, and shelving location to the default “All” option.
4. Collect all items on the holds queue list and check each item in.
5. You will be prompted that the item is on hold.
6. “Item on hold” -> the item is on hold for another patron. Print or write out the hold or transfer slip, and then place it in either your holds section or for delivery to the correct outlet for pick-up. For stations, items need to be mailed. Please email the station so they are aware of the item coming in the mail.
7. “Call HQ! Collections” -> contact HQ and make sure they print out patron record with note that item was returned. Branches will also print out the patron record, write the note, and send it in to HQ. See “Collections” on page 26 for further detail. Cancel the hold for Collections and shelf book as usual.

If an item cannot be found, have another staff member look. If two staff members cannot find the item, when applicable you can also request another outlet look for the item. If the item cannot be found, contact HQ and have the item marked as “missing” in Koha. (If the item is later found, once it is checked in the “missing” mark will automatically be removed.) Inform the County Librarian if it is an item you believe should be re-bought due to popularity and lack of other copies.

### **Stations - Weekly**

For stations that are not able to use Koha, HQ will check the holds queue under their name and email any items listed.

### **HQ and Branches - Monthly**

At least once a month, if not more, staff at each location should go to “Circulation” and then “Transfers to Receive” to make sure no items have gone missing after they were sent to another location. Keeping in mind the bin delivery schedule, items between branches should not be more than 14 days old, and especially not over 21 days old. (Items going to/from stations may be older.) It is your responsibility to first check your outlet’s shelves for the item, and then contact the outlet the item is being sent to and ask them to look for the item, as well as HQ. Items need to either be checked in when found or marked as missing, do not just click the “cancel transfer” button.

Note: If an item was put on hold and ready for pick-up, the item will not show in this queue.

## **HQ and Branches - Monthly**

For stations that are not able to use Koha, HQ will check the transfers to receive queue under their name and email any items listed.

## **Holds – Sending Holds to Other Locations**

Print or write out the hold slip, which includes the location the item is being sent to and the name of the patron. (Put the name as last name, first name.) When received, you still need to check the item in so the patron is automatically notified by email about their hold and so we can track the item in Koha.

When sending holds to the stations, email the station so they are aware of the item coming in the mail. After the item is returned from the station, make sure the patron's hold has been removed.

## **Holds - Notifying Patrons About Holds**

Every patron with an e-mail address in the Koha system will have a notice sent to them when the item is ready to be picked up. Call patrons as soon as their requested items arrive. Respect a patron's confidentiality and avoid announcing their requested title in front of other patrons. Keep patron requests behind the desk.

Give patrons a maximum of ten days to pick up their requested items. If the patron does not pick up the item or request the outlet keeps the hold on the shelf longer than ten days, cancel the patron's hold (see below) and go on to the next request, or return the item to shelf.

## **Holds - Canceling a Hold**

A hold should be cancelled if a patron does not pick up an item in ten days, or if the patron does not still want the item. You can cancel a hold through the item itself or the patron's account.

### **Cancel by Item:**

1. Find the item in the catalog.
2. Click on the "Holds" tab of the item. You will see all hold items listed.
3. You can either click the box next to the patron's name and then click "cancel selected," or you can click on the red trash can/delete button to cancel the hold.

### **Cancel by Patron:**

1. Open the patron's account.
2. On the "check out" tab, click the "holds" tab.
3. In the column "cancel hold" change the answer from "no" (default) to "yes".
4. Then click the "cancel marked holds" button.

## **Holds - Suspending a Hold**

Sometimes a patron wants to place an item on hold but will not be able to pick it up immediately. They can still place the item on hold, and then suspend the hold with a future date. Again, you can do this by going through the item or the patron account.

### **Suspend Hold by Item:**

1. Find the item in the catalog.
2. Click on the “Holds” tab of the item. You will see all hold items listed.
3. In the last column is the ability to suspend an item. (Make sure you add a date before clicking the “suspend” button, or the item will be suspended indefinitely.) You can only suspend an item one at a time through this method.

### **Suspend Hold by Patron:**

1. Open the patron’s account.
2. On the “check out” tab, click the “holds” tab.
3. If you are suspending one item, in the column “suspend hold” click the suspend button for the item you want to suspend. A pop-up window will appear and you can enter in any date, then click “suspend.” (Make sure you add a date to the suspension, or the item will be suspended indefinitely.)
4. If you need to suspend multiple items, you can fill in the date at the bottom of the screen and click “suspend all holds.” (Again, make sure you add a date to the suspension, or the item will be suspended indefinitely.)

NOTE: You can technically suspend item(s) without adding a date, and then click under the “suspend?” column the “resume” button when relevant, but it is recommended you always add a date.

## **Holds - Re-Prioritizing a Hold’s List**

When you go to an item’s holds list, you can change the holds queue order. This is not recommended and should only be used in unusual circumstances and/or with County Librarian permission.

## **V. COURIER SERVICE/BIN DELIVERY**

Plumas County Library delivers materials to Branches through a weekly bin delivery service (usually through a county vehicle) and Stations through the mail system. Items may also have planned one-time pick-up/drop-off date outside of the mail system. Branches should use the courier service as much as possible for shipments.

Boxes should weigh no more than 25 pounds and should not be overpacked. Generally, you will pack between 8-14 books (depending on format). Please do not send loose items. Pack all small and flat items in envelopes, and place envelopes flat in boxes.

### **Hot Box**

Each branch has a labeled "hot box" for items requiring immediate attention. Please be sure to pack the following items in your hot box:

- Items on hold
- Deposits and monetary donations
- Reports, timecards, notes, and other documents
- Replacements for lost items
- Items damaged by a patron
- Requested specialized items, documents, or materials by the County Librarian

### **Other Boxes**

The following items should be packed in a separate box when possible:

- Weeded books
- Mending
- Books in transit to another branch (not on request)
- Donations
- Duplicates

Note: Due to space restrictions, the "hot box" and "non-hot box" items may be intermingled to make the most efficient use of packing space and maintain the 25-lb. limit.

**Make sure to send non-needed empty bins back to HQ.**

### **Deliveries**

When a bin delivery arrives, check in all books. Books in transit to your branch will show message "Item not checked out" or the patron's hold request. Books should be on the shelves within two days of delivery.

Branches and stations should check Koha's circulation "Transfers to Receive" list (see page 35) on a minimum monthly basis to make sure all items being sent to other branches/stations have been correctly checked in. It is your responsibility to find items on shelves and check them in or report them missing if both the sending and receiving outlet cannot find the item.

## **VI. COLLECTION & COLLECTION DEVELOPMENT POLICY**

The Collection Development Policy provides guidelines for the selection, organization, and maintenance of the collection. The Plumas County Board of Supervisors entrusts the responsibility for materials selection with the County Librarian, who in turn delegates selection of library collections to designated staff. Individuals and groups will have access to a library collection that meets separate and diverse interests, backgrounds, cultural heritages, social values, and needs. This collection is not concerned with being completely comprehensive and some subject areas are collected in greater depth than others, as a reflection of current use and demand.

The Plumas County Library adheres to the American Library Association's Library Bill of Rights, Freedom to Read and Freedom to View statements. The collection recognizes that the library is a community resource for people of all ages, races, creeds, national origins, sexual and gender orientations, and political and social views. The existence of a particular viewpoint in the collection is an expression of the library's commitment to intellectual freedom and not an endorsement of that particular point of view. Not all materials may be suitable for all members of the community.

### **Materials Selection**

Decisions about adding materials to the library collection are made through the application of general selection criteria, regardless of whether the material under consideration is purchased, donated, or received through programs like the Zip Book Program. General criteria for selecting material include but are not limited to:

- Content of the work and its significance or contribution to the diversity or breadth of the collection
- Evaluation of the work in professionally recognized critical review sources
- Authority, significance, competence and purpose of the author, producer, or publisher of the work
- Quality and suitability of all formats
- Accuracy and timeliness of the material
- Expressed and/or perceived interest or demand for the material in the collection
- Popularity of the work and/or author
- Local interest or community relevance
- Effectiveness and suitability of the format for the library
- Impact on the materials budget
- Availability
- Vendor packaged content
- Suggestions from patrons are evaluated based on the above criteria. Self-published and self-produced works are considered using the same criteria.

Digital materials bought under NLS Library-to-Go, the CA State Library, or other organizations the library partakes in follow their Collection Development Policy.

## **Collection Maintenance**

The collection is continuously assessed. General criteria evaluating whether an item should be removed from the collection include but are not limited to:

- Accuracy
- Obsolescence
- Availability of similar materials
- Local community needs and interests
- Historical value
- Check out history
- Space in the library
- Physical condition
- Materials that are no longer of value or of interest to the public are withdrawn from the collection and may be sold, recycled, or discarded.

## **Gift Policy**

The Plumas County Library welcomes donations of books and other materials in good condition. Some items may be added to our collection or passed along to Friends of the Library. Because of limitations of space, money, and staff, the library does reserve the right to accept or discard, at its discretion, any donated materials. All donations become the sole property of the library.

Gift subscriptions to periodicals must be approved by the County Librarian prior to arrival. Unapproved subscriptions and periodicals that no longer fit the material's selection criteria may be discarded directly.

Monetary donations can be made to the library (checks labeled to Plumas County Library) or to the Branch's Friends of the Library group. Donors may request materials be bought for a specific Branch location, genre, or format, but the library reserves the right to disregard those requests at any point in the donation process.

## **Donations of Books and Other Materials – FAQs**

*What items can I donate?*

Clean and gently used:

- Fiction and Nonfiction
- Hardcover and Paperback
- Books for any audience age
- Cookbooks
- Art books
- Audiobooks
- Commercial DVDs and CDs in original packaging
- Books in other languages

We do not take textbooks, magazines, periodicals, pamphlets, encyclopedias, or dictionaries.



The library does not accept items in poor condition. The following list describes examples of poor condition:

- Dirty, dusty items
- Stained, water damaged, mildewed items
- Materials with excessive notes or highlighting
- Scratched or worn media
- Materials with torn pages, excessively worn covers, or damaged bindings
- Where and when can I donate my books?

Please bring donations during library open hours in small boxes or bags that can easily be carried. Library staff are not able to pick up donations from a person's home and are generally unable to carry boxes into the library from vehicles. Please do not leave donations on the porch and/or in the book drops. For donations larger than three bags/boxes, please contact the library first; they may connect you to a Friends of the Library member to accept larger donations, and/or suggest a specific time/date for the donation instead. The library reserves the right to refuse donations that do not follow the Gift Policy.

*Is my donation tax deductible?*

Yes, however, by law, library staff cannot determine the value of a donation for IRS purposes. We will provide a notice acknowledging the donation you made to the library upon request.

### **Reconsideration of Library Materials - Public**

If you have found materials or library resources about which you have concerns, you may speak to Library staff to discuss your concerns. You may also file a request for reconsideration of the item. Please fill out the form and mail or email it to the address provided. If the contact information is filled out, a response will be delivered in writing to an individual's written request within six weeks, barring any unexpected emergencies or staff availability. Any challenges will be recorded with the American Library Association's Office for Intellectual Freedom for tracking and statistical reporting purposes. Prior to filling out this form, please read in its entirety the above Collection Development Policy and the following supporting documents it references: The American Library Association's Library Bill of Rights, Freedom to Read, and Freedom to View. The latter are attached and available on the library website and [www.ala.org](http://www.ala.org). (See Appendix E for the Material Reconsideration Form and Appendix B, C, and D for the American Library Association's Library Bill of Rights, Freedom to Read, and Freedom to View statements.)

### **Reconsideration of Library Materials – Internal Process**

No formal review will be initiated without the completed Material for Reconsideration Form, available through the Collection Development Policy and Plumas County Library website. If no mailing address or email address was provided, a written response will not be provided to the complainant.

If a written reconsideration form is submitted, make sure the County Librarian has confirmed they received it. If the County Librarian is unavailable, a committee of three staff members must be convened. The committee will elect one spokesperson on behalf of the library to lead the committee and prepare all related documents.

Upon receipt of a written request for reconsideration, within six weeks, the County Librarian or committee needs to:

- Examine the objection.
- Examine the material in question.
- Read reviews of the materials.
- Convene to discuss the item, the objection, and prepare a report.
- Send a copy of the report to the complainant.

If the County Librarian or committee cannot meet within six weeks due to pre-planned leave, staff availability, or other emergencies, a letter must be sent to the complainant saying that the decision was postponed, provide a new date for the decision to be due, and explain why.

The County Librarian or committee will submit a completed form detailing the challenged material to ALA's Office for Intellectual Freedom for inclusion in their [confidential database on challenged materials](#), no matter the final recommendation.

The County Librarian or committee will implement the final recommendation.

The material is not removed from use in the collection until a decision has been determined by the County Librarian or committee. Once a decision has been made, the complainant can bring forward a request for appeal, but the appeal is to decide if the process was originally and fairly followed, not to review the final decision. The appeal will follow the same process as above, with a committee to review the County Librarian's decision or a new committee to review the previous committee's decision.

Items that have been challenged may not be challenged again within the same three-year period but may be withdrawn according to standard weeding practices.

## **Shelving**

It's important to maintain library materials and facilities in a neat and clean condition. Returning books to their proper place on the shelves as soon as possible is a very important element of library maintenance. When books are shelved neatly and in order, they are more appealing and more accessible to our patrons. (See Appendix F for more information about how to shelve.)

### **Fiction:**

All fiction is shelved alphabetically by author's last name. When you have more than one book with the same last name, you shelve by author's first name. When you have more than one book by the same author, you shelve alphabetically by title.

Fiction is separated at library branches and stations in potentially the following genres: Mysteries (M); Westerns (W); Science Fiction and Fantasy (SF), Large Type (LT), Short Stories (SS), and Graphic Novels (GN). It is also usually separated into adult, young adult (YA), and children's sections; children's sections may further be separated by board and picture books (E), reader books (R), and juvenile chapter books (J). Books in Spanish (Sp) and audiobooks (MD) are also shelved separately. Due to spacing and organizational issues, each library branch and station has its own list of genre sections.

### **Nonfiction:**

Non-fiction books are shelved according to Dewey Decimal number. Read each Dewey number character by character. If you have more than one book with the same number, file by author's last name.

133  
133.0123  
133.1  
133.13 Buchanan  
133.13 Taylor  
133.2  
134  
134.798  
200

Books in Spanish (Sp) and audiobooks (MD) are also shelved separately.

### **Biographies:**

Biographies are labeled with a "B," and are shelved alphabetically by the name of the person the book is about. The name usually appears on the spine of the book.

### **CA Collection:**

Quincy Branch houses a large collection of unique, often out of print books that focus on Plumas County, surrounding counties, Sierra Nevada area, or California in general. These items cannot be checked out to patrons and must be viewed inside the library. For patrons who would like to

view them and are unable to come to the Quincy Branch, the items can be sent to a branch to be viewed at that location. For branches that close for lunch, CA Collection items must be returned to the Front Desk before the patron leaves, and will be provided back to the patron when the branch re-opens after lunch. Due to the nature of the items, we will ask for patrons to provide collateral before they take the item.

### **Magazines:**

The library maintains a core collection of magazine subscriptions for branches and larger stations. The most current issue of each magazine does not circulate. Magazines are circulated as “Read & Return” items, and a daily tally of the number of magazines checked out is kept and reported by staff.

### **Other Materials:**

DVDs and CDs are housed separately.

DVDs on the shelf are empty; the disc(s) will be added at the Front Desk during check out.

Tech devices, tools under the Tool Lending Library, and State Park Passes can usually be requested at the Front Desk.

Quincy houses a microfilm collection of local newspapers. Most of these newspapers are available online. The microfilm is only available for viewing at the Quincy location where the microfilm machines are located.

### **Read & Return:**

Each library branch has a collection of ‘read and return’ items, which do not require a library card to check out. This may include books for all ages, audiobooks, and DVDs.

A daily tally of the number of Read & Return items checked out is kept and reported by staff.

Each library station also has their own local collection of items that are not cataloged in Koha.

### **Shelf-Reading**

Shelf-reading involves checking your collection to see that books are in order on the shelves. Shelf-reading should be done on a regular basis, as books are shelved and as you weed. (See Appendix F for more detailed rules about shelving.)

As you shelf-read, check to make sure shelves are not too full, and that bookends are comfortably snug but not too tight. (Over-tight bookends make removing books difficult and decrease the life of the books.)

## **Collection Rotation**

To provide patrons with different items on shelves, to account for spacing issues, and to boost circulation, items may be rehomed from one location to another under the County Librarian's direction.

## **Weeding**

Per the Collection Development Policy (see page 40), items may be weeded because of:

- Accuracy / Obsolescence
- Availability of similar materials
- Check out history
- Space in the library
- Physical condition

Materials that are withdrawn from the collection may be sold, recycled, or discarded.

Branches and Stations can request reports from Koha to help with the weeding process, and/or use the above criteria to send items to HQ for final approval. (Some items may be sent back or rehomed.) Items are checked out to the relevant "Weeding" account before being sent to HQ.

Items are weeded through HQ only. Staff must use a catalog account and

1. Go to Cataloging -> Batch Item Deletion
2. Enter all relevant barcodes. (While the limit is one thousand items, it is suggested to stick with thirty or so at a time to make sure all items are correctly weeded.)
3. Press "continue."
4. Make sure all items are checked off.
5. Click the "delete records if not items remain" button unless told otherwise by the County Librarian.
6. Click "delete selected items."

If you are doing more than one batch, click "return to batch item deletion" rather than go through the homepage again.

## **CA Collection**

Plumas County Library has a large, unique, often out of print collection that focuses on Plumas County and surrounding areas, the Sierra Nevada area, and California in general called the CA Collection. These books are housed at Quincy and cannot be checked out but may be looked at inside the library at any Plumas County Branch. We ask patrons to provide collateral – such as keys - before they view the books. (For Stations, due to common mailing issues, we cannot currently provide this service.)

We are working to get all items digitized.

## **Tool Lending Library**

Besides the usual items expected in a library collection - books, audiobooks, magazines, and movies – the library also offers patrons the ability to check out non-traditional materials like hotspots, tools, and other items we think the community would like to be able to borrow. This is a pilot program available for patrons who can pick up items at the Branches.

To check out an item from this collection, you will need to have a library card and your account must be in good standing. You will also need to sign the Tool Lending Library Agreement Form (see Appendix G) and must re-sign the agreement every year. You may check out up to three items from the Lending Library at a time. The majority of items are kept at the Quincy location and can be put on hold.

The website provides copies of all available instruction sheets for items.

## **Libraries With Heart**

Blood Pressure Kits - part of the Tool Lending Library but with units available at all Sierra County Stations too – are provided by the American Heart Association under the *Libraries with Heart* initiative. As with other Tool Lending Library items, you will need to have a library card and your account must be in good standing. You will also need to sign the Tool Lending Library Agreement Form (see Appendix G) and must re-sign the agreement every year. This item is included in the three Tool Lending Library items you may check out at one time.

The website provides copies of all available instruction sheets and blank blood tracker logs.

## **State Park Passes**

California State Parks and the California State Library partnered to make an additional opportunity to advance safe and equitable outdoor access to all Californians. Each outlet has multiple state park passes that allow free vehicle day-use entry at more than 200 participating state park units.

Library cardholders will be able to check out the pass for two weeks, then return the pass to the library for others to use. The pass is valid for entry of one passenger vehicle with a capacity of nine people or less or one highway-licensed motorcycle at participating state park units. The pass is not renewable, but passes can be put on hold and there are no fines associated with the pass.

This is not connected to the Tool Lending Library and therefore patrons do not have to the Tool Lending Library Agreement Form signed to check the park pass out.

If the item is not returned and considered Lost, the CA State Library will be notified and the park pass will be discontinued.

## **Braille and Talking Book Library**

In association with the Library of Congress, the CA State Library provides free Braille books and magazines, audiobooks, and playback equipment to all eligible Californians unable to read standard print. The application and related services are through the CA State Library and not Plumas County Library.

## **VII. REFERENCES AND SERVICES**

### **Supplies**

Headquarters is responsible for supplying office, library, and postage supplies to library outlets. Outlets should check supplies monthly and send supply request forms to Headquarters when supplies are low. Expect a two-week turnaround time for supplies (though it may be longer if items need to be purchased), and plan accordingly. Staff should inform Headquarters when they put in their last ink cartridge.

With pre-approval from the County Librarian, staff at the Branches may need to buy items before they can be delivered through the bin delivery service or because they have access to a local store that sells the item. The staff member must fill out the reimbursement form and send it and the receipt to the Fiscal and Technical Services Assistant (or County Librarian if they are unavailable) at HQ for reimbursement ASAP.

Some items may also be reimbursed with Friends of the Library funds. With prior approval from the Friends group, and in agreement with the County Librarian, the Library's purchasing agent may buy items and provide the Friend's group with a copy of the receipt. Friends will send a reimbursement check to the Fiscal and Technical Services Assistant (or County Librarian if they are unavailable) at HQ to be deposited.

### **Statistics & Other Trackers**

Accurate statistics are both helpful to HQ to evaluate services and are required by the CA State Library and other agencies. All outlets should be using the provided for trackers to tally:

- Monthly circulation, including but not limited to patron count, non-barcoded circulation, and computer usage.
- Program statistics, broken down by requested age group.
- Monthly cash control budget forms.
- Volunteer hours.

All trackers are due by the 5<sup>th</sup> of the following month. Some staff may have additional trackers.

### **Patron Service**

Our goal is to provide excellent, user-centered service for all patrons. Staff will:

- Be inclusive.
- Be approachable.
- Be engaged and work as an active listener.
- Provide the benefit of doubt and treat all patrons equally.
- Confront your implicit biases (unconscious or unintentional attitudes, behaviors, or actions that are prejudiced in favor or against one person or group as compared to another.)



- Provide assistance and fully answer all questions.
- Offer confidentiality, accuracy, and objectivity.

We follow the ALA's Code of Ethics, see Appendix M.

## **Reference Assistance**

The library provides answers to patron questions with confidentiality, accuracy, objectivity, and speed. The purpose of the reference interview is to determine the patron's exact question as well as what kind of information they need. To ensure objective, accurate answers, always quote the source of the answer. Do not interpret or paraphrase answers, especially in the case of legal and medical questions. Library staff are not authorized to give medical, legal or tax advice.

There are several sources to consider when answering a patron's question, including our (reference) books, databases, trusted Internet resources/websites, and more.

If staff is unable to answer a question, pass it on to HQ and/or the County Librarian. Include the patron's question(s), contact information, and (when applicable) when the information is needed by.

## **Children Services**

The young library users of today are the library supporters of tomorrow. Our attitude toward all patrons, especially children, should reflect the atmosphere of the library as a friendly, welcoming, helpful, and positive place. Treat a child's requests with attention and respect.

Patrons of all ages have the same equal access. Guardians wishing to guide their children's access to the library must be responsible for their children's borrowing habits. Children are entitled to the same borrowing privileges as adults.

The library cannot be responsible for the care and safety of children left unattended. Guardians are encouraged to stay at the library with young children. Children are expected to abide by the same library rules as adult patrons; any child who breaks library rules may be asked to leave the library.

## **Programs**

Plumas County Library system provides programs on a county-wide basis and each individual outlet also provides their own programs. With discussion with the County Librarian, some programs may be provided off-site, such as at schools. Each outlet welcomes class visits from local schools as an opportunity to teach children about library services and encourage library use.

## **Computer & Internet Usage Policy**

All Plumas County branches offer access to public computers, WiFi, and space for you to use your own devices. All Sierra County stations but Alleghany offers access to public computers and WiFi. Time limits apply to the public computers and reservations are not taken in advance. Some locations (like Quincy) will require you to obtain a number from staff to use the public computers. You do not need an ID or a library card to use the computers or WiFi.

Internet users (whether using a library device or their own device in the library) are expected to act in a responsible, ethical, and legal manner. Users may not use Library computers to access Internet sites that are obscene, "harmful to minors," or that contain pornography. Users may not use the workstations for any illegal activity, including violating copyright laws or software licensing agreements. Internet users must follow the full Plumas County Library Computer and Internet Usage Policy, see Appendix I.

The library reserves the right to monitor the system for assistance and security. The library reserves the right to ask patrons breaking the Computer and Internet Usage Policy to stop using the computer and/or their device inside the library.

## **Communication with Staff and Patrons**

### **Communication with Other Staff**

Due to time constraints, email is the preferred communication method for all non-immediate needs. Staff should call for any question that requires an immediate answer and/or for any emergency.

The County Librarian should be informed about maintenance requests that require an incident/hazard report, but all routine requests should be sent directly to Facilities with their ticket system. In an emergency related to building safety/usage, call Facilities as well.

### **Public Use of Phones**

Library phones are for staff use only, and not for public use. However, in cases of emergency staff may make a phone call on behalf of a patron (to call a child's guardian, for example).

### **Communication with Patrons**

It is important for the library to communicate with patrons promptly, accurately, and confidentially. Patrons who provide their email in their Koha account will automatically opt in to receive email notifications about due dates and holds. (Patrons may request notifications be stopped without needing to remove their email. Just go to the patron's account -> the "details" page -> uncheck the requested messaging notifications.) Staff will also contact patrons by phone for hold pick-ups, long overdue items, and similar issues. All other communication wishes are

based on an opt-in system: patrons may sign up to receive newsletters, specific program notices, and more.

## **Telephone Etiquette**

### **Answering Calls**

Answer promptly (before the third ring if possible). If staff is busy at the Front Desk, other staff may help answer phones too, but the front desk line is the responsibility of the staff member on the Front Desk.

- Before picking up the receiver, discontinue any other conversation or activity that can be heard by the calling party.
- Say "Plumas County Library/[specific branch] Library Branch, (this is [name] speaking), how may I help you?" clearly and distinctly in a pleasant tone of voice.
- Use the hold button when leaving the line so that the caller does not accidentally hear conversations being held nearby.
- For HQ, when taking calls for staff, place caller on hold and check with staff if they are available. Make sure you get the caller's name, and if possible, their general request/issue, before you check for staff availability.

When the called party is not in, the following responses should be used both to protect the privacy of the office staff and to give a more tactful response:

<b>Don't say:</b>	<b>Tell the Caller:</b>
"He is out."	"He is not in the office at the moment. Would you like to leave a message?"
"I don't know where he is."	"He has stepped out. Would you like to leave a message (on his voicemail)?"
"He is in the men's room."	"He has stepped out of the office. Would you like to leave a message on his voicemail?"
"He hasn't come in yet."	"I expect him shortly. Would you like to leave a message on his voicemail?"
"She took the day off."	"She is out of the office for the day. Can someone else help you or would you like her voicemail?"
"She is busy"	"She is unavailable at the moment. Would you like to leave a message on her voicemail?"

If you can't answer a caller's question, it's perfectly acceptable to place the patron on hold and ask for help from the back.

<b>Don't say:</b>	<b>Tell the Caller:</b>
"I don't know."	"Please hold just a moment, and I'll look that up for you."
"I don't know."	"Let me get the librarian to help you. Can you hold just a moment?"

"We don't have that."	"I'm still looking for that information. Can I take your name and number and call you right back?"
"I'm too busy."	"I'm sure I can find that for you. Can I take your name and number and call you back with the information?"

**If you are currently helping a patron and the phone rings:**

- Ask the patron you are helping to please wait a moment.
- Answer the ringing line saying, "Plumas County Library, can you please hold?"
- Place caller on hold.
- If there are other patrons in line, go in the back and ask for help.
- Finish helping the patron in front of you. If there is another patron in line, ask them to please wait a moment.
- Go back to the caller.
- Say, "Thank you for holding, may I help you?"

**If you are currently on one line and another line rings:**

- Tell the first caller to "Please hold."
- Place caller on hold.
- Answer the ringing line saying, "Plumas County Library, can you please hold?"
- Place second caller on hold.
- Return to first caller and complete the call.
- Go back to the second caller.
- Say, "Thank you for holding, may I help you?"

**Handling Rude or Impatient Callers**

- Stay calm. Try to remain diplomatic and polite.
- Always show willingness to listen.
- Try to offer to resolve the problem or conflict if possible.
- Offer to have your supervisor talk to the caller or call them back.
- Place the patron on hold before transferring to supervisor. **DO NOT** transfer an irate patron without first notifying the supervisor of the situation! If you refer an irate patron to Headquarters, call Headquarters immediately to notify staff there of the situation.

**Message Etiquette**

- Be prepared to write down information when you answer the phone and/or use Koha for a patron.
- When taking messages be sure to ask for:
- Caller's name (asking the caller for correct spelling.)
- Caller's phone number and/or extension (including area code)
- Repeat the message to the caller.

- Be sure to fill in the date, time, and your initials.
- Place the message slip on staff person's desk.
- If the call is for the County Librarian, ask, "Would you like me to transfer you to \_\_\_\_\_'s voicemail?" Do not assume that the caller would rather go to voicemail. Always ask first.

## **VIII. USE OF LIBRARY SPACE**

### **Meeting Rooms**

Library branches which have meeting rooms should follow the policies below when reserving the meeting room for an outside organization, club, or agency.

Each library branch with a meeting room should keep track of reservations in a calendar notebook. When taking reservations, write the following information on the appropriate date on the calendar:

1. name of the group or type of meeting
2. name of the person reserving the room
3. phone number of contact person
4. time of meeting (beginning and end)

Inform the person reserving the room of the library's open hours the day of their reservation and remind them if it is necessary for them to pick up a key in advance. Mark the calendar with which key (based on dolphin keychain color) was borrowed and when it was returned. (Check the hook if a key was not returned but the meeting has already passed.)

If the meeting room is unavailable, ask the caller if they would like a list of the other options in town.

All people using the meeting room must sign the Meeting Room Policy Form. (The form is signed by the person, not the group, so make sure the person booking the meeting room signs the form even if another group member has signed the form previously.)

See Appendix H for Meeting Room Policy Form.

Staff will email Facilities a list of all meeting room dates and times weekly; mark them off with a red check mark when done.

### **Displays**

When possible, the library makes display space available to organizations engaged in educational, cultural, intellectual, and charitable activities. Use of display space in each outlet is subject to review and approval by the outlet supervisor and County Librarian. The library has first priority for all display spaces for library purposes.

Libraries can provide displays (materials, signs, or art) for nationally recognized history/heritage months, holidays, library related events such as Dr. Seuss Read Across America and Banned Book Week, and other approved displays, as well as displays related to programs or services.

- February: Black History Month.
- March: Women's History Month.
- (Optional) April: Sexual Assault and Prevention Month; Poetry Month; Earth Day.

- May: Asian American & Pacific Islander History Month.
- June: LGBTQ+ Pride Month.
- (Optional) September: Censorship Awareness Month.
- September 15 – October 15: Hispanic Heritage Month.
- (Optional) October: National Disability Employment Awareness Month; Domestic Violence Awareness Month.
- November: Native American Heritage Month.

When creating or accepting items for displays, consider the following guidelines:

- Display space should be attractive and well-maintained.
- Size of items should be limited in relation to the size of the display space.
- Items which highlight library-related events or programs, and those items which support library goals should be given priority.
- All reasonable precautions will be taken to protect items, but the library cannot be responsible for any damage, theft or loss of any items which are displayed.

### **HQ - Local Quilt Group Display**

Headquarters provides hanging space for the local Quincy Crazy Quilters group. They provide new quilts on a regular basis and staff will remove current quilts, ready items for pick-up, and replace them with new items. The library reserves the right to remove quilts at its discretion.

### **Library Bulletin Board(s)**

The library and Friends of the Library may post flyers, provide handouts and bookmarks, and hang other signage for library programs, services, and information.

### **Public Bulletin Board**

The public may post items on the public display board with approval from staff. The public display board is for free community events that welcome the public and court ordered notifications like name changes. Items will remain for a maximum of a month, based on available space. The library reserves the right to limit the size of items posted.

Any flyers for commercial advertising, solicitations, business cards, and political endorsements or otherwise not approved will be taken down. Flyers will also be removed when the date of the event has passed.

The display of materials does not imply endorsement by the library.

Unapproved materials will be disposed of at the library's discretion.

## **Handouts**

Space may be provided in each library for distribution of materials about the library and other non-profit organizations. The purpose of handouts must be to inform the public about the organizations' programs, services, and events. The library reserves the right to limit the size and number of items provided.

Unapproved materials will be disposed of at the library's discretion.



## **Appendix A**

*[Replace with outlet-specific opening and closing procedures]*

## **Appendix B**

### **ALA Library Bill of Rights**

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

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

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

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

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

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

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable 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.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.

## **Appendix C**

### **The Freedom to Read Statement**

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

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

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

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can

machinery be devised that will suit the demands of one group without limiting the freedom of others.

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

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

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

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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

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

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

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

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

## **Appendix D**

### **Freedom to View Statement**

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

**Endorsed January 10, 1990, by the ALA Council**

## **Appendix E**

*[Replace with Materials for Reconsideration Form]*



## Appendix F

### Shelving

**A - B - C - D - E - F - G - H - I - J - K - L - M - N - O - P - Q - R - S - T - U - V - W - X - Y - Z**

First look for the special labels to tell what section of the library it fits in: mystery, juvenile, etc.

### For Non-Fiction:

When sorting non-fiction materials, you will use these three rules to determine the order in which the items should be shelved.

The process involves matching numbers and letters character by character. At the point where the characters no longer match, you will use the three rules to determine where the items should be placed. It is easier to see this in action in the grid below:

4	2	6						S	Nothing comes before something
4	2	6	.	1				W	
4	2	7	.	3				M	Lower number comes before the higher numbers
4	2	7	.	5	3			S	
4	2	7	.	5	3			S	
4	2	7	.	5	3			V	
4	2	7	.	7	3	3		R	
4	2	7	.	8	3			K	Lower letter comes before the higher letters
4	2	7	.	8	3			M	
4	2	7	.	8	3	4		B	

- 1) Nothing comes before something.
- 2) Lower number comes before a higher number.
- 3) Lower letter comes before the higher letters.

## **For Fiction:**

- a. Alphabetize by name, then title. Just go letter by letter, lower letter comes before higher letter.
  - i. It is last name, first name and then middle (if applicable).
  - ii. Series is by title, not volume number
  - iii. When shelving a title which begins with a number (not a word that is a number such as *Eleven*), the number comes before any word titles for that author. (Ex: *3 Murders* comes before *Awful Murders*.) Lower number comes before a higher number.
- b. A, An, The is not included when sorting titles by alphabetical order
- c. Space/blank spots come before a letter. For example: *Come Back Home* comes before *Comeback Kid*.
- d. Be careful when shelving authors having last names that begin with “Mac” and “Mc”. Do not interfile them. “Mac” comes before “Mc”. They are shelved as they are spelled. Ex: *MacDonald*, *Mason*, *Mboya*, *McDonald*

*Ex of the Brown section of the Adult Fiction shelf:*

Pirateria by Calef Brown	Calef (C) comes before Jason (J)
Tickety Tock by Jason Robert Brown	
Arthur Accused! by Marc Brown	It's the same author, and both titles start with the same word, so you go by the second word: A (Accused) comes before T (Trouble)
Arthur Trouble by Marc Brown	
Manners Matter by Marc Brown	The name Marc is before Marcia. You are going space by space, so the first four spaces match, and then you have a blank spot vs the letter I. Blank spots come first.
Stone Soup by Marcia Brown	
Bunny's Noisy Book by Margaret Wise Brown	You don't include The, A, An when sorting by title, so for the same author it's Bunny (B), Fierce (F), and then Goodnight (G)
The Fierce Yellow Pumpkin by Margaret Wise Brown	
Goodnight moon by Paulie Brown	Paulie (P) comes before Sam (S)
Sometimes I Forget You're A Robot by Sam Brown	

Practice Game: <http://www.mrs-lodges-library.com/play-shelver/>

Source: [https://librariham.files.wordpress.com/2016/09/shelvingguide\\_for\\_library\\_page.pdf](https://librariham.files.wordpress.com/2016/09/shelvingguide_for_library_page.pdf) (Modified); 8/4/21

## **Appendix G**

*[Replace with Tool Lending Library Agreement Form]*

## **Appendix H**

*[Replace with Meeting Room Policy Form]*

## **Appendix I**

### **Plumas County Library Computer and Internet Usage Policy**

The Library makes the Internet available to the public for free in an effort to broaden and enhance its existing collection and to provide a greater span of knowledge and information. A Library card is not required to use the computer workstations. Patrons are expected to be knowledgeable in basic computer operations. Library staff can only offer minimal individualized instruction.

The Library supports the ALA Bill of Rights for use of the Internet as with all other library materials. There is no age restriction for use of the Internet or library computers. Parents are responsible for guiding their own children's access to resources on the Internet. The Library encourages responsible and safe Internet use. Patrons are advised never to give personal or credit information via the Internet, and never to answer "junk" e-mail solicitations. Internet resources may provide erroneous, misleading, outdated or have incomplete information. Library staff may be able to help you find alternative resources, or help you evaluate the materials you find.

The following rules are established to ensure that the use of Internet and other Library computers is in keeping with the objectives of the Plumas County Library, and to guarantee their availability to all future users:

- Users may sign up for 1/2 hour time slots, and are limited to 1/2 hour unless no one is waiting for the system. Exceptions may be made at the discretion of the library staff. The library is not responsible for work or information lost due to time-out, or due to computer or system malfunction.
- Users must promptly relinquish their computer terminal when asked by staff to do so.
- The library reserves the right to monitor the system for assistance and security.
- Users wishing to print any information will pay the outlet's printing fee.
- Users must respect the privacy of others.
- Users are expected to act in a responsible, ethical and legal manner. Users may not use access Internet sites that are obscene, "harmful to minors," or that contain pornography. Users may not access Internet sites or perform work that is malicious, threatening, or harassing. Users may not use the workstations for any illegal activity, including violating copyright laws or software licensing agreements or attempting to gain or gaining unauthorized entry to other computing, information, or communications sources or devices.
- No user shall use the system in such a way that it will disrupt the use of the system by others. This includes installing programs, changing parameters or other abuse of the system. Patrons causing any damage will be liable for the cost of repairs.
- Failure to use Internet/computer stations legally, responsibly and in a manner consistent with the objectives of the Plumas County Library may result in loss of Internet/computer privileges.

Use of the library's computers or Internet indicates that users have read and agreed to the policy.

**Current List of Print, Copy, and Scanning Fees per Outlet**

**Printing**

Printing costs 20 cents per page at all Plumas Branches and is only available in black ink. (In Portola, you are able to print double-sided for 35 cents per page.) Printing costs 15 cents per page for Loyalton and Downieville and 10 cents per page for Sierra City. Sierra City and Downieville have color printing.

**Copying**

Due to vendor and owner providers, each location has its own copying price and services:

Quincy - It costs \$.10 per page for black ink; and \$.25 per page for color ink. (Double-sided costs two pages.)

Chester - It costs \$.20 per page; there is no color copying. (Double-sided costs two pages.)

Greenville - It costs \$.15 single-sided, \$.30 double-sided; there is no color copying.

Portola - It costs \$.15 single-sided, \$.25 double-sided for black ink, and \$.25 single-sided, \$.40 double-sided for color ink.

Sierra City - It costs \$.10 per page; there is no color copying.

Downieville - It costs \$.15 per page, and color copying is available.

Loyalton - It costs \$.15 per page; there is no color copying.

Alleghany - There is no copying available.

**Scanning**

Portola is able to scan items to a thumb drive you provide. Loyalton is able to scan items, which can then be added to a thumb drive you provide or emailed to yourself. Quincy and Greenville are able to scan items and email them to you through the Front Desk.

## **Appendix K**

*[Replace with Example of End of Day Receipt & Deposit Slip]*

### List of Recommend Reading Websites

*(This is lifted directly from the County Library's website page)*

- **Gnooks** - <http://www.gnooks.com/>  
*It will ask you which authors you like and then think about which other authors you might like too.*
- **Your Next Read** - <http://www.yournextread.com/us/>  
*Search for a book you like, and this site will recommend other books and authors you may like. (Please note this site is only an archive.)*
- **What Should I Read Next** - <https://www.whatshouldireadnext.com/>  
*Enter a book you like and the site will analyze its huge database of real readers' favorite books to provide book recommendations and suggestions for what to read next.*
- **Literature Map** - <https://www.literature-map.com/>  
*Type in the name of an author you like, and you will be provided with a map of authors with similar styles. You can keep clicking on author names and make new maps.*
- **Whichbook** - <https://www.whichbook.net/>  
*Enables millions of combinations of factors and then suggests books that most closely match your needs.*
- **TasteDive** - <https://tastetive.com/people>  
*Look up an author and find similar writers, as well as different author recommendation lists.*
- **YALSA Book Finder** - <http://booklists.yalsa.net/>  
*Find great teen books for ages.*
- **GoodReads** - <https://www.goodreads.com/>  
*Share what titles or genres you've enjoyed in the past, and they'll give you recommendations. This site also provides reviews from people all over the world.*
- **Family Video Game Database** - <https://www.taminggaming.com/>  
*This focuses on video games and board games, and it helps you find games for all ages.*
- **Book Series Recaps** - <https://www.bookseriesrecaps.com/>  
*Provides both book reviews (spoiler-free) and recaps of books (not spoiler-free.)*
- **NetGalley** - <https://www.netgalley.com/>  
*Lets you read, review, and recommend new upcoming books.*
- **Teachingbooks.net** - <https://www.teachingbooks.net/>  
*A website dedicated to enriching every student's reading experience, and offers book guides, meet-the-author movies, vocabulary lists, help to build your own booklists, and so much more.*
- **Book Connections** - <https://bookconnections.org/>  
*Personalize and enjoy digital connections to books for kids and teens.*
- **New York Times Bestseller Lists** - <https://www.nytimes.com/books/best-sellers/>  
*Authoritatively ranked lists of books sold in the United States, sorted by format and genre.*



### **Code of Ethics**

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.

- IX. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

## **Copyright: An Interpretation of the Code of Ethics**

Article IV of the ALA's [\*Code of Ethics\*](#) states that library workers "respect intellectual property rights and advocate balance between the interests of information users and rights holders."

Copyright<sup>1</sup> is the aspect of intellectual property law that has the most impact on libraries.

Copyright, as established by the U.S. Constitution<sup>2</sup> and the Copyright Act, is a system of rights granted by law combined with limitations on those rights.

Copyright law was established to encourage authors, artists, and others to create and share their works by granting them specific exclusive rights in their works.<sup>3</sup> Those rights are limited by certain exceptions like fair use or the term of copyright. These limitations are necessary to ensure a well-functioning copyright law that protects creators' rights while also preserving freedom of information and freedom of expression.

A shared purpose of copyright and libraries is to benefit the public through the creation and dissemination of information and creative works. In pursuit of this goal, copyright law should balance the public's need to access and use informative and creative works with the economic interests of right's holders.

Libraries represent the very best of this balance in U.S. copyright law. Libraries serve the economic purpose of copyright through billions of dollars spent on copyrighted materials for libraries (such as books, journals, motion pictures, art, and music). Libraries serve the "use and access" purpose of copyright by circulating billions of copyrighted items annually. Libraries are thus economic engines of both copyright law and knowledge distribution.

Libraries have both the opportunity and the obligation to work toward that balance when they engage in activities such as acquiring information resources for their communities, curating and preserving cultural heritage, establishing services and programs to enhance access to information, and lending books or other resources.

Copyright law provides a copyright holder with an exclusive legal right to make copies of the work, create derivative works based on the original, distribute the work to the public, and perform or display the work in public. However, copyright law also provides the public the right to make fair use<sup>4</sup> of the copyrighted work. Additionally, there are restrictions to the exclusive rights of copyright holders, such as the First Sale Doctrine, which allows the public to borrow, loan, sell, or transfer a purchased, particular copy of a work. The public has unlimited use of the work when the copyright term expires.<sup>5</sup>

Copyright law also provides numerous specific exceptions for libraries, archives, and nonprofit educational institutions. Depending on the nature of the institution, these exceptions may include the ability to make copies for users; preserve and make replacement copies of works; create

accessible copies for print-disabled users; and perform or display works for educational purposes.

Libraries and their parent institutions have a responsibility to promote and maintain policies and procedures that are consistent with their ethical obligations, their institutional missions, and the law, including copyright law. Such policies and procedures should measure legal risk and respect the rights of both copyright holders and users of copyrighted works. It is the library's responsibility to make sure all of the workers, not just librarians, are familiar with copyright law that affect library services.

Library workers are increasingly critical resources for copyright information in their communities. Consequently, they should be informed about copyright developments and maintain current awareness of all copyright issues. Library workers should develop a solid understanding of the law, its purpose, and the details relevant to library activities. This includes the ability to read, understand, and analyze various copyright scenarios, including fair use and other copyright limitations, using both good judgment and risk mitigation practices.

Library workers should use these skills to identify their rights and the rights of their users. Further, they should be ready to perform outreach surrounding copyright topics and refer users with questions pertaining to copyright to reliable resources. However, library workers should avoid providing legal advice. They may provide information about the law and copyright, but should recommend that patrons consult an attorney for legal advice.

Library workers should also be prepared to explain restrictions on patron use of content based on digital licensing agreements. Licensed e-content, including e-books, databases and video streaming services, may have limitations on use beyond those present in copyright law.

Libraries have a proud history of advocating for the public interest. They recognize that copyright law should not expand the rights of copyright holders without sufficiently considering the benefit to the public interest. When the balance between rights holders and information users needs to be restored, library workers should engage with rights holders and legislators to advocate on behalf of their users and users' rights.

<sup>1</sup> Copyright protects "original works of authorship fixed in any tangible medium of expression." [Copyright Act of 1976, 17 U.S.C. § 102 \(2011\)](#).

<sup>2</sup> Article 1, Section 8 of the U.S. Constitution empowers Congress to pass laws "to promote the Progress of Science and useful Arts, by securing for limited Times to Authors and Inventors the exclusive Right to their respective Writings and Discoveries."

<sup>3</sup> The exclusive rights of a copyright owner include reproduction, the creation of derivative works, distribution, public performance, public display, and the public performance of sound recordings by means of digital audio transmission. Copyright Act of 1976, 17 U.S.C. § 106.

<sup>4</sup> Fair use applies when considering these four factors: purpose and character of use, the nature of the copyrighted work, the amount and substantiality used, and potential effects on the market for the work. Copyright Act of 1976, 17 USC § 107.

<sup>5</sup> Copyright Act of 1976, 17 U.S.C. § 109.

Adopted by ALA Council on July 1, 2014; amended January 29, 2019.

## **Appendix N**

*[To be Added by Bookmobile Arrival 2024]*