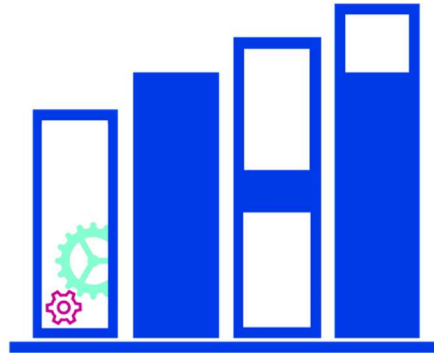




**Heritage Public Library
Policy Manual**

Effective: January 13, 2025

Table of Contents

Background Information	4
History	
Library Governance	
Mission and Roles	4
Operations	4
General Services	4
Censorship	5
Library Cards	5
Circulation	6
Overdue Materials	6
Suspension of Borrowing Materials	7
Lost & Damaged Materials & Replacement Costs	7
Claims Returned	8
Damage Assessment & Replacement Charges	8
Collection Policy	8
Selection Criteria	
Donation of Books & Periodicals	
Request for Reconsideration of Materials	
Withdrawal, Mending, Replacement	
Audio-Visual Selection Policy	
Proctoring Policy	11
Exhibits	12
Hours of Operation	13
Unattended Children	13
Use of Library Facilities	14
Public Access Computer and Internet Policy	15

Security Monitoring	17
Photography	17
Finance	18
General	
Control	
Gifts	
Credit Card	
Returned Check Fee	
Appendix I – Library Bill of Rights	19
Appendix II – Freedom to Read	20
Appendix III – Request for Reconsideration of Materials	24

I. BACKGROUND INFORMATION

A. History

Heritage Public Library (HPL), the public library for the counties of Charles City and New Kent, opened its doors to the public on August 4, 1981. It was the working entity of the Charles City-New Kent Heritage Foundation, Inc., which was organized as a non-stock corporation under the provisions of chapter 2 of Title 13.1 of the Code of Virginia and operated within the meaning of Section 501 (c) (3) of the Internal Revenue Code. The Articles of Incorporation were issued by the State Corporation Commission on June 11, 1981 and the 501 (c) (3) status was first determined by the Internal Revenue Service on June 7, 1982.

On May 20, 1985 the counties of Charles City and New Kent contracted with the Foundation “to establish, maintain and operate a free public regional library serving the participating localities...” Also in 1985, HPL was officially recognized by the State Library as the public library for the two counties.

In 2003 some legal anomalies in the original incorporating documents were brought to the Board’s attention. The Board decided to remedy the problem by amending the original Articles of Incorporation to dissolve the Foundation and make the Library, itself, the corporate legal entity under the name Heritage Public Library, Inc. Nothing else was affected by this change.

B. Library Governance

Heritage Public Library is governed by a Board of Trustees that is legally responsible for administering the Library in accordance with the Code of Virginia (section 42.1 – 43), the Articles of Incorporation, the Contractual Agreement, and the Bylaws of the Board of Trustees (which spells out the composition, duties, and responsibilities of the Board and its members).

II. MISSION AND ROLES

Mission Statement

The mission of the Heritage Public Library is to promote the development of independent, self-confident, and literate citizens through the provision of open access to cultural, intellectual, and informational resources.

III. OPERATIONS

A. General Services

HPL was founded and exists to provide public library service to the citizens of Charles City and New Kent counties. Library materials and services should be selected to reflect

the interests, needs, and enlightenment of all members of the community, and all members of the community should be made to feel welcome and comfortable at the library. HPL offers its resources and services equally to all residents of Charles City and New Kent counties.

B. Censorship

All members of the Board of Trustees and all employees should accept the responsibility as appointed guardians of the people's freedom to read, and to uphold the First Amendment to the Constitution by vigorously contesting any encroachment or assault upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large. Should anyone object to books or other materials offered by the Library, he or she should be encouraged to follow the "Request for Reconsideration of Materials" policy statement outlined later in this manual.

The Library adheres to the policies and principles as outlined by the American Library Association's *Code of Ethics* and *Library Bill of Rights*.

C. Library Cards

1. Registration for a library card is required to borrow material. Applicants must furnish in writing their current, correct Charles City or New Kent home mailing address and telephone number. If the applicant has no phone number available for this purpose, or refuses to give one for privacy reasons, the Library Director may use personal discretion in waiving this requirement. Library cards will be issued and borrowing privileges extended at the time of application upon presentation of a valid driver's license, or other photo identification card showing the applicant's address.
2. No fee shall be charged for the initial card; however, two dollars (\$2.00) will be charged for replacement of the card. Those people who own and pay taxes on property in Charles City or New Kent counties, even though their primary residence may be located elsewhere, are considered residents as long as they provide proof of ownership.
3. Residents of other counties who work in Charles City or New Kent counties are eligible for library cards.
4. A \$5.00 fee will be charged for people wishing to obtain a library card if they do not live or work in Charles City or New Kent counties. A valid driver's license or other photo identification showing the applicant's address is required.
5. Applications for children under eighteen (18) years of age must be countersigned by a parent or guardian.
6. A patron shall be responsible for all materials charged on his card regardless of use of the card due to authorized or unauthorized use by other persons. Lost or stolen cards will be replaced for a fee of two dollars (\$2.00).
7. Borrowing privileges may be suspended, revoked, or limited to anyone whose current or previous record as a library borrower reveals willful or habitual disregard

for the protection and return of borrowed material or for the evasion of payment for assessed damage to Library property.

8. A patron's account will be blocked, and borrowing privileges suspended, once fines reach \$5.00.
9. In accordance with the Code of Virginia, Section 2.1-342(8), patrons' records shall be treated as confidential.

D. Circulation

1. Only registered patrons with valid library cards may borrow materials. When an item is borrowed, the patron assumes full financial responsibility for its damage, loss or late return.
2. Materials circulate for three weeks. Reference materials do not circulate.
3. Renewal of library materials is limited to two additional borrowing periods.
4. High-demand materials, certain new materials or materials that have been reserved may not be renewed.
5. Borrowing new or recently added material is limited to 3 books, 2 DVDs, and 2 audio books per patron and may not be renewed.
6. At no time may a patron have more than 20 books, seven DVDs, or five recorded books checked out.
7. Parents (or guardians) are legally responsible for materials checked out by their minor children.
8. The fine for overdue items is ten cents per day. The maximum overdue fine on any book is ten dollars. The maximum overdue fine on audio-visual materials is the cost of replacing the item.
9. Electronic materials are to be played on compatible machines only.
10. HPL assumes no responsibility for any damage to a patron's machine while using materials from the library's collection.
11. Patrons must comply with applicable copyright laws pertaining to each library-owned item borrowed.
12. The library is not responsible for monitoring the suitability of materials checked out by minors. This responsibility lies with parents or guardians.

E. Overdue Materials

1. Overdue Notices, Fees and Administrative Costs
 - a) See III. D (8) (above) for overdue fine schedule.

- b) The first notice is mailed to the patron after a three (3) day grace period following the due date. This notice will carry a charge for the fine beginning on the day it was first overdue.
- c) Second notices are sent thirty (30) days after the first notice is mailed.
- d) The library reserves the right to take a patron to Small Claims Court or to utilize a debt collection agency to recover overdue items if the items have not been returned, or the patron has not responded to the notice, within thirty (30) days after the second notice has been sent. The legal fee that this involves shall be paid by the patron.

F. Suspension of Borrowing Privileges

- 1. Borrowing privileges are suspended from the time of the first mailed notice until the books have been returned or paid for, and any charges have been paid.
- 2. Borrowing privileges may be suspended indefinitely for patrons whose materials have been repeatedly found on library shelves without having been checked in, whether found by that patron or staff.
- 3. Borrowing privileges may be suspended until payment has been made if library materials are returned damaged. If the damaged item is still in print and payment of replacement is made, the patron may keep the damaged item.
- 4. Borrowing privileges are suspended indefinitely for patrons who have to be taken to Small Claims Court in order for the Library to retrieve its property. In such cases, limited borrowing privileges may be reinstated if the patron makes a request in writing to the Library Board of Trustees to have his/her privileges returned.

G. Lost and Damaged Materials and Replacement Charges

- 1. Material is assumed lost when the patron tells us that it is lost, or when the material has not been returned within 90 days of the due date.
- 2. Library materials are considered damaged when the item is in such poor condition that it cannot remain in circulation. Damage that is obviously the result of misuse or neglect will be charged to the patron. Examples include, but are not limited to, evidence of chewing, evidence that liquids or food have been spilled on the item, an item that is damp, an item that has been defaced, and items with pages cut or torn out, etc. For audio/visual materials, examples include an item that has melted or been severely scratched.
- 3. The replacement cost for lost or damaged library materials is the retail price of the item plus \$5.00 processing cost.
- 4. The Library does not allow patrons to supply items in lieu of replacement costs.
- 5. When a lost or damaged item cannot be replaced, restitution to the library shall be the original cost as listed in the bibliographic record plus \$5.00.

- a) The patron may keep the damaged item after the fee has been paid and the item has been removed from the collection.
- b) HPL does not issue a refund if the lost or missing item is found after the fee has been paid. The patron may keep the item.

H. Claims Returned

1. When a patron claims that he has returned or never checked out materials for which he received an overdue notice, his record will be appropriately marked.
2. A patron that accumulates three (3) claims will lose borrowing privileges until restitution is made. At the time he places the third claim, he loses all borrowing privileges until he pays for all of the books claimed lost or not returned on three claims, plus the administrative costs involved in sending overdue notices for those books.
 - a) In accruing claims, each DATE counts as a single claim. The patron may, for example, state that he returned 3 books on July 8, and have all 3 books count as a single claim.
 - b) If the patron later finds materials which he claimed he had returned or never checked out, he may bring them to staff to have the claim for those particular items removed from his record. A \$1.00 administrative charge is due if the items are returned within 2 months; \$5.00 is due if later.
 - c) The system maintains a record of materials with a claims returned status.

I. Damage Assessments and Replacement Charges

1. Pages torn: fifty cents per page if repairable, otherwise replacement cost of the book plus \$5.00.
2. Pages missing: replacement cost of the book plus \$5.00.
3. Audio-visual materials: if individual discs in a set can be replaced, then the cost of each replacement disc plus \$2.00 per disc is assessed.
4. Audio-visual storage cases: replacement costs.

J. Collection Policy

1. Selection Criteria
 - a) Responsibility for selection rests with the Library Director or his/her designee. Suggestions from staff members and library patrons are encouraged and seriously considered.

- b) The Library collects books, magazines, DVDs, recorded books in CD format, and sound books (books with tapes or CD). The Library subscribes to local, area, and regional newspapers.
 - c) Although the Library is sympathetic to the needs of students, the Library does not add to its collection textbooks used by area schools except when necessary to supplement a subject area in the collection.
 - d) Selection will be based upon:
 - (1) The recommendation of professional reviewing sources and the needs of the collection in specific areas.
 - (2) Patron usage patterns.
 - (3) Expressed or anticipated interest in the title or subject within the community.
 - (4) Contemporary significance and/or permanent value of the title to the collection.
 - (5) Available funds and space, and
 - (6) Availability of resources through area libraries.
 - e) Whenever possible, materials on controversial subjects will reflect all sides of an issue as presented by qualified, knowledgeable authors.
 - f) No author's works will be excluded from the collection solely because of his/her personal history, political affiliation, race, sex, or cultural background.
 - g) The Library maintains a local history collection with emphasis on Charles City and New Kent counties. Items are added to that collection when available.
 - h) The Library usually acquires one copy of each title. If an author or a book proves popular, then additional copies are purchased. Works by popular authors are automatically purchased in multiple copies (usually 2).
2. Donations of Books and Periodicals
- a) Heritage Public Library welcomes your donated items. Only library patrons can donate items. We limit donations to 25 books from a household per year. We can no longer accept boxes or bags of books. Bundles of books must be tied with string to facilitate the library staff's review of items before accepting. No exceptions. Thank you.

Items may be added to the Library's collection, given to the Friends of the Library, or given away as deemed appropriate by the Library Director. Items not added to the collection will not be returned. Donations are not accepted "conditionally." In other words, if you want to donate an item with the condition that it be added to the collection, the donation will be declined.

- b) Donors will receive a form on which to self-record their donation for tax purposes.

3. Requests for Reconsideration of Materials

- a) The Library subscribes fully to the American Library Association's "Library Bill of Rights" and the "Freedom to Read" statement (Appendix I and II). Once material has been accepted for the collection, it will not be removed at the request of those who disagree with it unless it can be shown to be in violation of the HPL selection policies.
- b) All requests for reconsideration of materials will be handled in the following manner:
 - (1) The staff member receiving the complaint will ask the patron to fill out the appropriate form (Appendix III).
 - (2) When the completed form has been received, it will then be submitted to the Library Director. The Director will acknowledge in writing or via email receipt of the form to the complainant. The material in question shall remain in the collection and available to patrons during the reconsideration period.
 - (3) The Library Director will locate as many professional reviews of the title as possible and review the title against the selection criteria outlined in this policy.
 - (4) The Library Director will consider all factors and come to a decision. This decision will be communicated to the complainant in writing or via email within 14 days of the date that the reconsideration form was submitted. A copy of the response shall be given to the Library Board.
 - (5) If the complainant is not completely satisfied with that decision, he or she may then submit a letter regarding the complaint to the library Board of Trustees for consideration at its next regularly scheduled meeting. The Board will acknowledge the letter and make a final decision based on its endorsement of the "Library Bill of Rights" and the "Freedom to Read" statement, and in consideration of the Library Director's decision.
- c) Requests for reconsideration of materials may only be submitted by residents of Charles City or New Kent Counties who hold a valid library card. The person making the challenge must certify that they have read or viewed the entire in question.

4. Withdrawal, Mending, Replacement

- a) Materials are removed from the shelves based on the same criteria used in selection. In general, materials that fall into the following categories should be removed and/or withdrawn:
 - (1) Materials that are outdated.
 - (2) Materials that have been superseded by a newer edition or by more current information.
 - (3) Items worn beyond repair.
 - (4) Duplicate copies of seldom used titles.
 - (5) Fiction which has not been checked out within a five-year period, unless judged to be a classic or appears on a standard list.
- b) Worn items that are still relevant to the collection may be mended within the Library.
- c) Lost items and items worn beyond repair will be replaced based on the same criteria used in selecting them. Lost items that are out-of-print will not be replaced unless they are of extraordinary value to the collection and may be obtained through a source for out-of-print books at a reasonable price that is within the Library's budget.
- d) Popular magazines are kept for one year if they are published monthly and six months if they are published weekly and then discarded.
- e) The Tidewater Review and the New Kent-Charles County Chronicle are kept for one year. The daily newspapers are kept for one month before being discarded.
- f) Disposition of withdrawn materials is at the discretion of the Library Director.

5. Audio-visual Selection Policy

- a) The Library will purchase audio and visual materials for the collection for the same reasons it selects and buys books and magazines. The Library endorses the American Library Association's "Freedom to View" Statement. (Appendix IV)
- b) Sources for selection will include vendor catalogs and standard library material review sources and patron requests. Gift materials will be accepted, with the understanding that donors may not place any special conditions upon the loan or handling of the items. They will be evaluated against the same criteria as purchased materials.
- c) Selection Management: Due to the broad needs of the collection, the library will usually purchase a single copy of a title unless demand warrants an additional copy.

- d) Weeding by virtue of damaged, lost, or not returned items is continuous. Other factors to be considered are lack of use, physical playing condition, and accuracy and datedness of information.
- e) Audio and visual materials will not automatically be replaced because of loss or damage. Replacement decisions will be based upon (1) demand for title, (2) existing coverage of a subject in the collection, and (3) availability of newer (more appropriate, more accurate or better presented) materials on the subject.

K. Proctoring

Heritage Public Library charges \$25.00 for up to 3 hours or \$40.00 for over 3 hours per exam for residents of Charles City and New Kent counties and \$50.00 for up to 3 hours or \$80.00 for over 3 hours for non-residents. Driving school exams are exempt from proctoring fees if the school has made arrangements with the Library. Exams other than driving school exams are proctored by appointment only.

L. Exhibits

At the Library Director's discretion, the library will accept materials for temporary exhibits and will endeavor to protect the loaned materials, but the Library shall not accept responsibility for loss, damage or theft. The owner must accept this responsibility when bringing the collection into the Library.

1. Emphasis is to be placed on the display of work of area artists and exceptional works by students in the local school systems.
2. Art and exhibits displayed shall be consistent with the mission of the Heritage Public Library: to provide the residents of the New Kent and Charles City Counties with materials and services to meet their educational and recreational needs. Exhibits are offered as a community service and do not carry the endorsement of the Library.
3. Works not suitable for public display in the presence of minors are prohibited.
4. Works shall not be displayed as "for sale" and shall not be sold on premises. A small tag with the artist's name and contact information is permitted. Signs accompanying an exhibit must be legible, correctly spelled and neat in appearance.
5. Works with a religious theme shall be selected and displayed with sensitivity to the need not to discriminate on the basis of creed, religion, race or national origin, nor shall such displays violate the principle of separation of church and state.
6. Library use of display areas takes precedence over any other use and the Library reserves the right, without notice, to cancel an exhibit if the Director determines that the display space is needed for library purposes.
7. Library insurance policies do not insure property belonging to others. Therefore, works on display or stored at the library are there at the risk of the artist or owner.

The placement and storage of personal property on the premises is the responsibility of the library staff, but all risks shall remain with the artist or owner.

8. Works may be exhibited for a period of four weeks. The artist shall be responsible for the removal of works at the end of the display period.
9. Exhibit materials not picked up within two weeks of the end of the exhibit will be considered library property and may be sold or disposed of at the Library's discretion with no financial compensation to the owner.

M. Hours of Operation

1. The library adheres to state regulations in determining the hours it is open to the public.
2. Schedule for holidays shall be as follows:

January 1st	New Year's Day
New Year's Day	January 1 st
Martin Luther King, Jr. Day	January (3 rd Monday)
President's Day	February (3 rd Monday)
Memorial Day	May (last Monday)
Juneteenth	June 19 th
Independence Day	July 4 th
Labor Day	September (1 st Monday)
Columbus Day	October (2 nd Monday)
Election Day	October (Tuesday after the 1 st Monday)
Veteran's Day	November 11 th
Thanksgiving and the day after	November (4 th Thursday and Friday)
Christmas Eve	December 24 th
Christmas Day	December 25 th and either the 24 th or 26 th

Inclement Weather Policy

Purpose of Policy

At times, when the weather becomes hazardous to the health and safety of the public and/or library staff, the library will close or take safety precautions.

Library Closures:

There are times prior to opening, especially in winter, when the weather could threaten the safety of the public and library staff, and it may be necessary to not open the library. Furthermore, there are times during operating hours when weather conditions may make travel hazardous for the public and library staff. At such times, it may be necessary to close the library early. The decision to close the library or postpone opening the library due to inclement weather is at the discretion of the Library Director or his or her chosen substitute after advising with the Library Board.

If New Kent County or Charles City County closes its facilities for weather-related incidents, the Library will close.

Notifications:

To the extent possible, the closing will be shared on the library website, relevant social media, and posted on the library entrances.

Library Safety Measures Due to Inclement Weather:

There are times when the weather becomes dangerous while the library is open. This may require closing the library so staff and the public can get home safely. Library closures are at the discretion of the Library Director or his or her chosen substitute. Other times, the library may need to take immediate safety measures to protect staff and the public.

If a Tornado Watch is issued, library staff will inform patrons of the possibility of a tornado developing. Library staff who decide to stay will take cover in the designated safety areas until the Tornado Warning expires.

The library has designated safety areas in case of a tornado or severe weather events.

The storage room under the stairs, which does not have windows, is the location at the New Kent Branch.

The book drop room or the janitor's closet, which does not have windows, is the location at the Charles City Branch.

Staff Compensation Related to Inclement Weather Situations:

If an employee does not feel safe traveling to work, he or she may choose not to come in by notifying the director and will have the option to use vacation, personal time off, or receive no pay.

If an employee's shift is shortened due to weather closure, he or she will be paid for their shift.

An employee who does not work any part of their regularly scheduled shift will not receive pay.

Fines:

Fines for materials due on days that inclement weather conditions occur may be waived, whether or not an official emergency is declared and whether or not the library is closed.

N. Unattended Children

1. The Library Board and staff are concerned about the welfare of juvenile patrons, but cannot assume responsibility for the safety, care, supervision, or entertainment of unattended children in the Library. Children 13 and younger must be

accompanied by a parent or guardian. Parents or caretakers are responsible for their children's behavior, safety, and welfare in the Library. They must remain in the Library with them, must supervise them, and must take them with them when they leave.

2. If by any chance an unattended minor child (17 and under) remains at the Library after closing, the following procedure will be followed:
 - a) Staff members will attempt to contact the child's parent or caregiver.
 - b) If a parent or caregiver is contacted, those staff members on duty will wait inside the Library with the child for up to 30 minutes until the parent or caregiver arrives to pick up the child. A minimum of two staff persons must be present while supervising the unattended minor.
 - c) If unable to contact a parent or caregiver within 30 minutes or if a parent or caregiver does not arrive within 30 minutes, the staff members will contact the Sheriff's Department.
 - d) Under NO circumstances are staff members to leave the Library with the child.

O. Heritage Public Library Meeting Room Policy

Both branches of our regional system have meeting rooms and study rooms that can be reserved. To reserve the study room, contact the branch. To reserve the meeting room please read our Meeting Room Policy on our website first

Priority use of the Meeting Room is given to events sponsored by the library and/or the Friends of the Library. When otherwise not in use, the meeting room is available on a first-come, first served basis to the following groups

- Groups under the sponsorship or direction of HPL or its Friends group
- Non-profit, civic or charitable, tax exempt organizations serving Charles City or New Kent counties
- Responsible individuals or organizations within the counties not charging an admission fee
- For-profit enterprises that will use the facilities will pay \$100 for each use not to exceed 4 times per year.

The use of the Meeting Room is provided as a public service by the library and does not mean that the library advocates or endorses the viewpoints of meetings or meeting room users. Organizations reserving the Library meeting room may not use the Library's logo or imply that the event is sponsored by the library and may not include the libraries telephone number.

The meeting room is only available for use during the library's regular open hours. Any organization, group, individual, or enterprise desiring to use the meeting room must complete the appropriate application form at least 14 days prior to the event. Applications will be reviewed in the order that they are received so long as they do not interfere with already scheduled programs or meetings. The Library Director approves or disapproves each meeting room use

and may suggest an alternate date/time. We do not accept requests for regular, continuous basis (for example the second Monday of each month).

Persons signing the reservation form must be at least 18 years of age, must have a HPL library card in good standing, must attend the function being scheduled in its entirety, and will be responsible for all meeting attendees. Governmental meetings are exempt from this requirement.

Every applicant who receives permission to use the building shall, during the time of such use, be responsible for the preservation of law and order on the property and be responsible for damage to the building and its contents while using same. Any individual or organization who abuses the property or fails to comply with all rules and regulations will not only be financially responsible for any damages, but also may be denied further use of the facility. Children must be under the supervision of a responsible adult at all times.

Computers and projection equipment belonging to users can be used in meeting rooms. The library cannot provide equipment or related items, such as AV carts, cables, laptops etc. Assistance from library staff will not be available for technology related issues. We cannot guarantee internet service, due to unplanned outages.

Food and beverages are not allowed in the meeting room.

Animals or pets are not permitted in the building unless proper paperwork for service animals can be provided.

All meetings must be free and open to the public

Terms and Conditions:

- Persons signing the reservation form must be at least 18 years of age, must attend the function
- being scheduled in its entirety and have a HPL library card in good standing.
- Minors are not permitted in the meeting room unless under the direct supervision of a responsible
- adult.
- Except for government meetings taking place during library business hours, the person signing the
- reservation form must have a HPL account
- No library property may be taken out of the building for any reason
- Smoking, including vaping or e-cigarettes, the burning of candles, having an open flame or the
- consumption of alcoholic beverages is all forbidden.
- The library staff cannot watch children while parents are attending meetings. The person signing
- the reservation form should notify those attending the meeting of the regulation.
- The library is not responsible for items brought into the building by persons attending the meeting
- The person or organization reserving the meeting room shall assume all liability for personal and or property damages arising from their use of the meeting room and shall

hold the library blameless on any action brought against the library as a result of their use of the meeting room.

- The furniture may be rearranged to suit your needs but must be returned to the original set up and
- general cleanliness before leaving. The use of decorations is prohibited
- The Meeting room must be vacated no later than 15 minutes prior to closing.

The meeting room may not be used for the following:

- Social gathering, including but not limited to birthday parties, wedding/baby showers, family
- reunions
- Events whose sole purpose is fund raising, unless it benefits the library
- Commercial purposes where buying, selling, and marketing takes place
- Any event where an admission is charged

IV. PUBLIC ACCESS COMPUTER AND INTERNET POLICY

Subject to the laws, regulations, and ordinances of the United States of America, the Commonwealth of Virginia, and the counties of Charles City and New Kent, nothing contained herein shall be construed to refute, abridge or otherwise negate the effect and full force of any such statute.

Public use computers at Heritage Public Library are provided for the legitimate Internet and computer needs of the Library's card-holding members. Use of these computers is a privilege that may be revoked if they are used in an inappropriate, irresponsible, or unacceptable manner, or for illegal acts or purposes (which may be subject to prosecution by local, state, or federal authorities). Examples of such prohibited behavior include:

1. Damaging or altering software components of any network or database
2. Downloading to the hard drive of the Library's computers
3. Unauthorized use of computer accounts, access codes, or network identification numbers
4. Violating software licensing agreements
5. Violating network usage policies and regulations
6. Attempting to modify or gain unauthorized access to files, passwords, computer security, or data deemed unavailable for public use
7. Destroying or damaging equipment, software, or data belonging to the Library or others
8. Unauthorized copying of copyright-protected materials
9. Using library computers equipment and communications services to send, receive, view, or download illegal materials via the Internet

10. Using library computers, whether on or off the Internet, to interfere with the activities of the Library or its network or to violate Virginia Code S 18.2-374.1:1 (child pornography), Virginia Code, S 18.2-372 – S 18.2-374 (obscene materials), or S 18.2-390 (materials deemed harmful to juveniles). Violations of the law will be reported to appropriate law enforcement authorities.

A. Procedures

1. The Library limits computer use time to 30 minutes unless no one is waiting.
2. In order to use the computer, patrons must have a valid Heritage Public Library card, must not have their computer use privileges suspended or revoked, and must read the Public Access Computer and Internet Policy statement. Computer access allowances can be made for non-patron travelers, visitors, and those passing through who present valid ID and read our computer policy statement.
3. In order to comply with the Virginia Code S 42.1-36.1, Heritage Public Library has installed filtering systems on all Internet accessible computers. Adult patrons (18 years or older) with proper proof of age may request unfiltered access to pursue “bona fide research or other lawful purposes.” Such a request must be made to the senior Library staff member in attendance (usually the director), who will then disable the filtering system for the session. Parents or legal guardians of minor children may request that their children have unfiltered access to the Internet if they (the parents) personally monitor their children’s sessions or if they fill out and sign in our presence a permission form for their children’s continued future unfiltered use.
4. Heritage Public Library does not offer electronic mail accounts, chat lines, or any other interactive services.
5. Patrons may not use personal software programs. Heritage Public Library is not responsible for damage to patron owned devices attached to our computers.
6. Patrons must log out of and close all applications and windows (which will return the monitor screen to library-installed icons) at the end of their sessions.
7. To reduce noise and crowding, no more than two people at a time may gather around a computer workstation.
8. Patrons are responsible for the management of their electronic files. The Library is not responsible for saving files, for the correct downloading of files, for file storage equipment left in the Library, or for any other items left at the workstations or elsewhere in the Library.
9. Printing may be done at the current rate charged by the Library.
10. Patrons, including parents or guardians, shall be held financially responsible for any damage to the equipment or software caused by their own or their dependents’ negligence or deliberate misuse.

B. The Internet

The Internet is a global electronic network with no truly effective local, state, or federal regulation of its users, content, or content-providers, even when measures, such as filters, are in use. Consequently, the resources and information available are not under the control of Heritage Public Library or its access provider. Some sites on the Internet contain controversial or explicit materials; others contain false, misleading, incomplete, inaccurate, or dated information. The Library cannot completely protect users from materials that some may find offensive, inappropriate, or inaccurate and will not be responsible for information and graphics accessed through the Internet.

Due to the lack of authority control on the Internet, patrons need to be good information consumers, carefully evaluating information and checking additional sources (print or electronic) when appropriate.

FOR THESE REASONS, ALL CHILDREN UNDER THE AGE OF 12 MUST BE ACCOMPANIED AND SUPERVISED AT ALL TIMES BY A RESPONSIBLE ADULT (PARENT OR LEGAL GUARDIAN) WHEN USING THE INTERNET. FOR ALL MINORS, IT IS STRONGLY RECOMMENDED THAT PARENTS SUPERVISE THEIR CHILDREN'S INTERNET SESSIONS.

Parents / legal guardians are SOLELY responsible for monitoring materials their minor children access on the Internet. Parents or guardians may restrict their children from visiting Internet sites (Virginia Code 18.2.390).

Library staff use is governed by this document also.

Adopted September 23, 1999; revised November 27, 2000, February 27, 2001, June 20, 2007, March 21, 2013, August 21, 2017.

V. SECURITY MONITORING

The Library reserves the right to conduct security monitoring in-person or with cameras in all locations. In the event of an incident, camera files will be reviewed and if necessary transmitted to the authorities.

VI. PHOTOGRAPHY

The Library reserves the right to photograph activities conducted by the Library and any participants involved in these activities so long as these activities are open to the public. If an individual wishes to be excluded from photographs, they may request this at the time of the event.

VII. FINANCE

A. General

In Virginia, public libraries receive funds from the following sources: Local government appropriations, State Aid grants, Federal Aid grants, other funds such as endowments, gifts, income from fines and copying machines, and fund raising drives sponsored by the Friends of the Library.

B. Control

Fiscal control is vested in the Library Board. Day-to-day budget decisions are delegated to the Library Director. The Library Board controls expenditures within an overall budget that it approved. All library funds once approved and appropriated by the governing body shall be maintained in a Library account.

C. Gifts

Gifts to the Library are gratefully and willingly accepted as long as no restriction is placed upon their use. Gifts with restrictions placed on them may be accepted by the Library Director or the Library Board. All gifts requiring a single additional expenditure of \$25.00 or more and/or a yearly maintenance of \$25.00 or more must be presented to the Library Board for approval. Gifts of materials not added to the collection may be sold, offered to other institutions, or used in any way that the Library Director deems proper. The Library may not value patron gifts.

D. Credit Card

The Library maintains a credit card for library-related purchases only. The Library Director and the library staff (with the Director's approval) are authorized to use the card. Use of the card is limited to travel and purchases from companies that do not invoice.

E. Returned Check Fee

The Library reserves the right to charge a \$36.00 processing fee or the current rate for returned checks.

Approved and adopted by the Library Board on September 25, 2001, with minor revisions approved on March 12, 2007, January 17, 2011, January 21, 2013, and March 21, 2013, April 16, 2013, June 17, 2013, August 19, 2013, September 16, 2013, March 2018, May 2018, April 2019, June 15, 2020, July 18, 2022, January 23, 2023, July 15, 2024, and January 13, 2025.

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.

(<http://www.ala.org/advocacy/intfreedom/librarybill/interpretations>)

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:

It is in the public interest for publishers and librarians to make available the widest diversity of view sand 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 though tis 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.

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.

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.

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.

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.

A Joint Statement by:

American Library Association, Association of American Publishers (/)

Subsequently endorsed by:

American Booksellers for Free Expression The Association of American University Presses The Children's Book Council Freedom to Read Foundation National Association of College Stores National Coalition Against Censorship National Council of Teachers of English The Thomas Jefferson Center for the Protection of Free Expression(<http://www.bookweb.org/abfe>) (<http://www.aaupnet.org/>) (<http://www.cbcbooks.org/>) (<http://www.ftrf.org>) (<http://www.nacs.org/>) (<http://www.ncac.org/>) (<http://www.ncte.org/>) (<http://www.publishers.org/>)



Request for Reconsideration

Please complete this form and return it to the Library Director

Date _____

Name _____

Phone: _____

Address _____

City _____ State _____

Zip _____

Email _____

Do you represent ☐ Yourself ☐ Organization –
name _____

Have you read the HPL Collection Development Policy? ☐ Yes ☐ No

1. Describe the item of concern (i.e., book, DVD, etc.)

Title: _____

Author/Artist: _____

2. What brought this item to your attention?

3. What concerns you about this work?

4. Did you read/view/hear the entire work? ☐ Yes ☐ No

If not, what parts did you read/view/hear? _____

5. What do you find objectionable and/or offensive about this item? Please give specific examples, including listing pages or sections (attach additional sheets if needed).

Request for Reconsideration
Page 2 of 2

6. Have you read any professional reviews of this work? If so, what? _____

7. Are there resource(s) you suggest to provide additional information and/or other viewpoints in this topic? _____

8. What do you believe to be the theme of this work? _____

9. What work would you recommend that conveys a similar perspective to the subject treated in this work? _____

10. What action are you requesting the Library consider? _____

Patron Signature: _____

Library Card # (required) _____

Library Director Signature: _____

Date Received: _____

Please submit your form in a sealed envelope.