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Mission & Vision

East Lake Community Library is a public space created for the citizens of East Lake in which literary, current popular and traditional materials are kept for reading, reference, and lending. The East Lake Community Library provides a central location for idea exchange and discussion where all ideas are respected and welcome.

East Lake Community Library values the confidentiality and privacy of its patrons, makes every effort to provide up-to-date materials and resources for the enrichment of the community, and encourages and promotes continuing education and life-long learning.

East Lake Community Library advocates supporting families, to introducing children to a world of new ideas, offer access to new technology, provide resources to keep citizens informed and promote an educated electorate.

Executive Statement:
"Libraries fill a vital human need for community in association with ideas and with learning." [1]
East Lake Community Library seeks to meet that human need and to become an even more central part of the growth and health of our community.

Scherer, J. (2010). Libraries and Place [Blog], Retrieved May 15, 2010 from http://open.salon.com//blog/jeffrey_scherer/2010/03/17/libraries_and_place

Values

- East Lake Community Library intends to maintain and instill in our organization these behaviors:
- Supply free and uncensored access to ideas and information.
- Promote reading and literacy for children and adults
- Safeguard the confidentiality and privacy of its patrons.
- Provide a safe, secure environment free from harassment and hostility for patrons and staff alike; treating everyone with respect, courtesy, and compassion.
- Provide an exciting venue which will satisfy the community's educational, recreational, and information needs.
- Offer a dynamic, current, pertinent and uncensored collection of materials in a variety of formats
- Maintain high quality customer service through well-trained professional librarians, managers, staff and volunteers
- Provide reliable, accurate and current resources, technology, information and tools.
- Strengthen the library by developing, maintaining and sharing resources in a responsible manner
- Be a focal point for access to information, self-improvement, social interaction, cultural exposure and leisure
- Remain committed to continually utilizing and providing state of the art technology
- Provide appropriate facilities to meet the needs of the East Lake community
- Promote the services of the library
- Encourage and promote the continuing education and development of its employees whenever possible

Strategies

- Maintain a Total Quality Management philosophy and attitude throughout the library.
- Structure our organization and manage our operations effectively

- Employ appropriate technologies.
- Emphasize staff development and training.
- Provide training and development opportunities to library staff for occupational and professional growth
- Increase the awareness of the library's role and its importance to its community.
- Provide physical facilities to meet the challenges of the 21st century.
- Develop and maintain sources of supplemental funding.
- Assist and train our community in the use of new technology available at the library.
- Strengten governmental relations
- Ensure that the library is user oriented and meets the needs of all who require special assistance
- Provide special programs to encourage use of the library
- Provide a collection of materials and technological tools that accesses information that meets the interests and needs of the community and represents various points of view on controversial subjects
- Actively promote our programs, materials, services and role in fostering free communication within our democratic society.
- Monitor and respond to trends and developments in library practices
- Preserve our rare and valuable materials for continuing use.
- Provide assistance and training to the public through knowledgeable and customer oriented Staff.

Library Service Responses to the Community

Service Response: Popular Materials Library

In accordance with our mission statement, the ELCL strives to maintain a collection of current, high demand popular materials. The Library seeks to provide current materials reflecting diverse points of view to satisfy the informational and recreational reading needs of our community. The Library will not attempt to collect scholarly material, rare books or manuscripts but will maintain a core collection of classics.

Service Response: Formal Learning Support

The library helps students who are enrolled in a formal program of education or who are pursuing their education through a program of home schooling to attain their educational goals. The Library concentrates on providing materials that supplement rather than duplicate the resources available in institutions of formal learning.

Service Response: General Information Center

The Library helps meet the need for information on a broad array of topics related to work, school and personal life and supports people to make informed citizen and consumer decisions. The Library supports individuals of all ages in satisfying educational objectives and self-directed personal growth. In addition, the Library instructs students on using library resources and assists them in locating information for assignments.

Service Response: Information Literacy

The library provides Information Literacy service to help address the necessary skills related to finding, evaluating, and using information effectively.

Service Response: Lifelong Learning

The library provides a collection of circulating materials on a wide variety of topics in which the general public has a sustained interest to address the desire for self-directed personal growth and development opportunities.

Circulation Policies

The goal of the East Lake Community Library is to meet the needs of the citizens of the East Lake Community (East Lake Tarpon Special Fire District). Secondarily, our service population includes residents of Pinellas, Pasco and Hillsborough counties.

The ELCL serves all of Pinellas County without fees through a reciprocal services agreement with the Pinellas Public Library Cooperative. East Lake Community Library also shares resources with other Florida libraries participating in a statewide reciprocal borrowing agreement and with libraries nationwide through Interlibrary Loan.

Residency Requirements

Library Cards are free! Your Pinellas Public Library Cooperative card may be used at any member library, and many other libraries around the State.

You may register in person at any public library that is part of the Pinellas Public Library Cooperative (PPLC) or complete an online application. Please bring in an approved form of identification to your local member library to prove residency*. We will also need to see picture identification. **Applicants under the age of 14 must be accompanied by a parent or legal guardian to sign their application.**

Note: If you do not live in Pinellas County, you must provide us with the name of your county and the library card number from your home library.

*Acceptable proof of residency are:

- Government issued Photo ID (ex. Driver's Liscence, Passport)
- Current TRIM notice or tax bill
- Current utility bill
- Long-term lease on property in Coop area
- Deed to property in Coop area
- Vehicle registration or title (current year)
- Voter's registration
- Other appropriate identification

NOTE 2: The following cities are not members of the Pinellas Public Library Cooperative. If you are a resident of one of these cities, you will be charged a **$100 fee** per year to obtain a library card. Some cities will refund all or part of this fee.

Belleair	Indian Shores
Belleair Beach	Kenneth City
Belleair Bluffs	South Pasadena

Nothing precludes a resident of a non-traditional residential facility, such as a nursing home, halfway house or residential hotel, from obtaining a free card if he or she is able to meet this requirement. Any customer who claims to be homeless and has no address can apply for a temporary card, fee

waived, by contacting an agency that assists the homeless and obtaining a letter on agency letterhead allowing the customer to use the agency's address for the purpose of obtaining a library card.

Borrowing Privileges

Cardholders are responsible for all items checked out on their cards. Patrons are encouraged to present their cards at the circulation desk for the most efficient service. Library staff may ask to see some identification before checkout of materials to a person who has forgotten his/her library card. If the staff can verify the validity of their cards on the computer system, check-out will be permitted.

Patrons are responsible for notifying the Library of any change of name, address, phone number.

Any materials borrowed from the Library are subject to a due date and the customer is expected to respect that date; a late fine will be imposed if materials are returned to the Library after the due date.

Loan Periods and Renewals

The following loan periods and limits have been established to provide library users with an adequate amount of time to both use library materials and return them so that they are available in a reasonable amount of time for other users.

Loan Limits

Cardholders are limited to six (6) DVD or video items per card, per visit. The library also requests that no more than six (6) items are checked out at one time to assure availablity.

Loan Periods

The majority of items within the library's collection may be borrowed for twenty-eight days. If the due date falls on a holiday when the library is closed, the loan period will be extended until the next day that the library is open. Special loan periods have been established for the following library materials:

1. Videos and DVDs: Seven (7) days
2. Circulating Periodicals: Fourteen (14) days
3. New Books or High-Demand Items: Fourteen (14) days

Renewals

Most materials may be renewed and this can be done either in the Library, by the telephone or on the Library's home page on the Internet.

Lost Cards

Library users who have lost their library cards may apply for new ones by showing valid identification. If they later find their first card, it must be destroyed or returned to the library for disposal. A fee may be assessed for replacement cards (Attachment C1).

Book Returns

Return items in the outdoor or indoor library materials return.

A. Items may be returned in the materials returns outside the library at any time.

B. Items must be returned by closing time of the day they are due in order to avoid late charges.

C. Please place print materials in the Book Drop and other materials in the Audio/Visual drop.

Overdue Material, Fees and Fines

It is the responsibility of the Library to maintain a collection of materials to be shared by persons living within the service district—i.e., persons paying taxes within the legal service area. It is also the responsibility of the Library to govern the use of such materials shared with, or borrowed from, other libraries. The goal of the Library is to recover materials held beyond the agreed loan period, in good condition, for further use by the community. The Library does not want to resort to punitive action to recover items. Fines and fees are used solely to remind offenders of their responsibility to the other community members who fund and support the Library.

Written Notice Procedures for All Library Materials

- A notice will be sent, to notify the patron of overdue materials, approximately 2 weeks after the due date has passed.
- If an item is not returned, the patron will be responsible for the cost of replacement materials and the cost of processing the new materials.

Fines and Fees

Overdue materials/fines:

A “library day” is a day that the library is open.

Fines will be assessed based on the information supplied in the Cost Sheet (Attachment C1).

A courtesy phone call or written reminder about overdue materials may be made after materials are 14 days past the due date but the responsibility to return materials rests with the borrower.

A patron’s borrowing privileges will be temporarily suspended when the fines owed reach a maximum level, or when notice of non-return of materials is registered in the borrower’s account. Borrowing may resume when fines are paid, reduced below the maximum, or a good faith payment is made.

Fine limits for substantially overdue materials:

If an item is overdue more than three (3) months it may be withdrawn from the collection and the patron charged the appropriate fee. If the item is returned to the library in good condition after it has been withdrawn, the Library Director or appointee will make a determination as to the fees to be charged. Value of the items to the collection and whether it has already been replaced will be considered in this evaluation.

Non-returned library materials:

- After an item is determined to be lost, borrowers who have non-returned materials will be charged for the replacement value of the materials in question.
- Customers are encouraged to return items rather than pay for them, as refunds can not be given if an item is later located.

Waiver of fines:

Fines may be waived for specific patron groups or situations including: the homebound, library staff and volunteers, and local area educators.

Lost Or Damaged Materials

Materials are loaned by the library with the understanding that the borrower will return them in the same condition and by the due date established by the library.

Replacement Costs:

Full replacement cost will be charged for any periodicals or cataloged materials that are lost or damaged so badly that they have to be replaced. Audiovisual equipment—full cost of repairs will be charged, (or replacement cost if not repairable).

Claims Returned:

A customer can have a maximum of two (2) "claim returned" items in active status. Any items "claim returned" over that limit will be billed.

Damaged Materials:

The borrower may keep any damaged materials for which full replacement cost has been paid.

Minor Damage:

The customer will be charged for minor damage and missing parts of items returned at the appropraite replacement value. This value is determiend by the library director in accordance with current market value.

Continued Delinquency:

Persons failing to return materials and/or pay for damaged materials may be subject to prosecution under applicable law or may be referred to the County Attorney's office for Court action. When judgments are found in favor of the Library, the person will be assessed court costs, plus an additional Library handling charge. The Library may also choose to use a collection agency to retrieve delinquent materials. Any costs to the Library may be passed on to the customer.

Interlibrary Loan

Items not available in our collection can usually be obtained from other libraries through Interlibrary Loan.

Patrons wishing to retrieve sources using Interlibrary Loan must be in good standing with the library as far as fines and overdues. You request an item through interlibrary loan by accessing Iborrow online or asking a staff member, either in person or via telepone or email. Please provide the title, author, publisher, and date of publication, along with your name and phone number.

Once we receive your ILL request, it generally takes from several days to three weeks for you to get the materials. Any charges from the loaning institution will be passed on to the library user.

Interlibrary loan requests may be limited subject to copyright restrictions and/or availability of resources.

Library users who request an item via interlibrary loan and fail to pick it up within five (5) days of notification may be assessed a fee in addition to any fees or charges assessed by the lending library, or have interlibrary loan privileges suspended or limited.

NOTE: East Lake Community Library ILL materials will be loaned for 28 days with no renewals permitted.

Loaning Reference Material

Reference materials do not circulate but may be used in the library. A copier is available for making copies at a nominal fee. Special circumsances may be referred to the Library Director or designee for short term circulation of these items. See Special Reference Loan (Attachment C7)

Reserving Material

You can place a HOLD on an item free of charge from any library terminal, or over the Web by clicking "Catalog" on the Library's Web Page. After searching for the title you want to reserve, select the library location to which you want the item sent and we will notify you by a telephone call or email when it is available for pick up. If you need help with the Hold service, library staff will guide you through the process or place the hold for you. The maximum number of holds on a patron record at any time is 15.

Patron Rights

East Lake Community Library customers have a right to expect certain behaviors from staff when they are requesting or using resources:

- The right to equal treatment regardless of race, color or national origin
- The right to reasonable accommodation based on disability
- The right to be treated politely
- The right to conduct research in a safe environment
- The right to request reasonable research assistance
- The right to expect confidentiality when asking for research assistance
- The right to submit a Suggestion Form

Staff Rights

East Lake Community Library employees have rights that should not put them in conflict with the rights of customers:

- The right to be treated politely
- The right to work in a safe environment
- The right to ask the customer to abide by rules posted in public service areas and/or available in this document
- The right to ask customers to abide by the written policies and procedures for using materials
- The right to offer options when a customer's request exceeds agency resources

Patron Responsibilities

The East Lake Community Library seeks to provide quality library service to all patrons. The following code of conduct has been adopted for the comfort and protection of the rights of all those using and working in the East Lake Community Library. The library staff will enforce this code in a courteous but firm manner. We ask your cooperation in helping us provide a safe and pleasant environment for all our patrons and staff.

Unacceptable behavior is not permitted. Unacceptable behavior includes, but is not limited to:

- Loud talking or other noise
- Physical threats or abuse
- Running and roaming
- Disruptive behavior
- Abusive or foul language
- Abuse or misuse of Library furnishings, equipment, property or materials
- Congregating in or around entrances
- Commission of an illegal or unauthorized act on Library property against the patrons, personnel or property of the Library, i.e., theft, trespass, assault, arson, etc.
- Failure to pay fines or proper Library costs when due
- Theft and/or attempted theft of Library property or the property of patrons and staff, and may be subject to prosecution.
- Use of alcohol or mood-altering drugs on library property.
- Sexual conduct

The following are not permitted:

- Solicitation
- Smoking
- Loitering
- Carts, dollies, bicycles, and skateboards without prior approval of Library staff
- Animals with the exception of guide dogs, assistance dogs, and animals brought in for special programs or as permitted by the Library Director
- Weapons
- Possession of alcohol; possession of illegal drugs

Bundles, packages, backpacks, briefcases, purses, and other containers may be subject to search upon entering or leaving Library buildings in order to protect and preserve the safety and security of property and people using the Library.

Patrons who violate any of these guidelines will be given notice of this policy. A violation may result in a patron's expulsion from the Library, suspension of Library privileges, or criminal prosecution or other legal action, as appropriate.

Keeping Children Safe

East Lake Community Library welcomes the use of its facilities and services by children of all ages. The library offers many services and programs for children to encourage them to visit often and develop a love of books, reading and libraries.

The library is concerned about the safety of all users, especially children. Unlike schools, the library is a public building with many visitors every year. Anyone can enter and exit without supervision by library staff. Patrons should be as careful of their children's safety in the library as they would be in a shopping mall or any other public building. "Stranger Danger" is a real possibility in any public place.

For the protection and well-being of children who enjoy our resources, programs and facilities, the library has adopted the following policy:

Children under the age of ten (10) must be accompanied by a parent or responsible caregiver (at least 16 years of age) at all times.

PARENT/CAREGIVER GUIDELINES

- Children, like all library users, are expected to behave appropriately. Parents and caregivers are responsible for their children's behavior while in the library.
- Children under the age of ten (10) should be in direct supervision of a parent or caregiver at all times.
- Parents or caregivers must remain in the building while their children are attending programs.
- The library staff has many duties to attend to in serving the public. The library cannot assume responsibility for children left in the library throughout the day or at closing.
- Parents of children ten (10) years and older who are using the library on their own should plan to pick up their children at least 10 minutes before closing.
- Disruptive children may be asked to leave at the librarian's discretion. Parents are responsible for the behavior of their children; guardians and caregivers are responsible for the behavior of the children in their care. The library is not responsible for the safety or security of children left unattended.
- By using the East Lake Community Library each patron, including the parents and guardians of a minor (hereinafter referred to as "the patron"), agree to indemnify and hold harmless the library, its employees, agents, or any other person (hereinafter jointly referred to as "the indemnitee") against damages, loss, or expense by reason of any claim asserted against the indemnitee or liability imposed upon the indemnitee for (1) bodily injury or death sustained by any person or persons arising from the patron's use of the library; or (2) damage to or loss of property arising from the patron's use of the library. The patron shall indemnify and hold harmless the indemnitee whether such death, injury, damage, or loss is due or claimed to be due as a result of any active or passive negligence of the indemnitee. Further, the patron shall, at the sole option of the indemnitee, defend the indemnitee with appropriate counsel approved by the indemnitee, and shall further bear all costs and expenses, including attorneys' fees through any trial and appeal, in the defense of any claim against the indemnitee arising from the patron's use of the library.

Children are encouraged to use the Library as a place of study and inquiry. The Library encourages parents, guardians, and caregivers to use the Library with their children. Children age six (6) and under must be accompanied at all times by a responsible party. Pre-teens and any child not able to travel alone must be picked up prior to closing. Disruptive juveniles may be asked to disperse at the librarian's discretion. Parents are responsible for the behavior of their children; guardians and caregivers are responsible for the behavior of the children in their care. The Library is not responsible for the safety or security of children left unattended.

Liability Issues

Patron, and parent or guardian if patron is a minor, agrees to indemnify and hold harmless the East Lake Community Library, its agents, employees or any other person against loss or expense including attorneys' fees, by reason of the liability imposed by law upon the East Lake Community Library, for damage because of bodily injury, including death at any time resulting there from, sustained by any person or persons, or an account of damage to property arising out of or in consequence of library use, whether such injuries to persons or damage to property are due or claim to be due to any passive negligence of the East Lake Community Library, its employees or agents or any other person. It is further understood and agreed that the patron, parent or guardian shall (at the sole option of East Lake Community Library) defend the East Lake Community Library with appropriate counsel and shall further bear all costs and expenses, including the expense of counsel, in the defense of any suit arising hereunder.

Complaints Concerning Library Staff

Personnel and Library Service Complaint Procedure For a Patron

Criticisms of the library service, librarian, or the library staff, which are brought to the attention of the Library Director, shall be handled in the following manner:

- Complainant will be asked to submit a formal complaint in writing to the Library Director.
- Upon review of the complaint, the Library Director will take appropriate disciplinary action and inform appropriate agencies as required.

Reference Service

Reference service at the East Lake Community Library is one of the most vital and visible expressions of the Library's purpose and mission and is key to each of the Library's four primary service roles: to serve as a center for information, independent learning, research and formal education. Our philosophy is to provide a high quality level of service: accurate, prompt, and oriented to our customer's needs.

- Users of all ages and circumstances are to be treated with equal attention particular needs
- All requests for public information are legitimate
- All questions must be either answered or redirected
- A 3–5 minute time limit applies for all requests, extended research requests will be honored as time is available or with an appointment

The basic function of the Reference staff is to provide information, not opinions. Questions should not be answered on the basis of personal experience. It is the staff's responsibility to provide information in an impartial and businesslike manner even when contrary to personal beliefs.

Reference Staff

Reference staff members serve as the link between resources and the patron. As such, it is important that staff members be:

- Highly knowledgeable about traditional reference sources and proficient with electronic resources and the technology needed to access those resources
- Knowledgeable about the service area and its government
- Open and approachable; friendly but professional
- Able to communicate effectively with all library users
- Discreet in the handling of questions that might be confidential or sensitive
- Impartial in dealing with all patrons
- Able to exercise good judgment both in the interpretation of policy and in the handling of exceptional situations
- Able to instruct the public in the use of print and electronic resources
- Able to evaluate the Internet for authority, accuracy, currency, and content
- Skilled in the interviewing process in order to help the patron formulate their specific question and make the patron comfortable in the transaction so they will return for further help if their specific need has not been met
- Take the responsibility to seek continuing education opportunities, workshops and conferences as approved by the Library Director

The conduct of all Library staff, including those who provide reference services shall be governed by the American Library Association's Code of Ethics.

Types of Reference Questions Answered

Medical, Legal, Financial, and Tax

The library does not provide advice in the areas of medicine, law, and taxes. Under no circumstances will a staff member offer advice in medical, legal, or tax areas, no matter how commonplace the question seems to be. Complicated legal searches will not be undertaken nor will personal interpretations of legal matters be offered. Referrals will be made to the appropriate agency.

School Assignments

Questions related to school assignments will be treated like any other request for reference assistance. Every effort will be made to satisfactorily answer a student's questions and provide the sources for information and the instruction needed to use those sources.

Contest Questions

Contest questions will be approached with the same guidelines and time limits as any other type of reference question. However, contest questions are often designed to be interpreted in more than one way and have more than one answer that seems to be correct. The staff will not interpret contest rules.

Books and Collectibles

Financial appraisals of collectibles (antiques, rare books, coins, stamps, etc.) and fine arts are not within the purview of the Library's reference service. Values as they are stated in published price guides are provided. For additional information patrons may pursue further research on their own at the Library or be referred to appropriate professional services.

Translations

Basic translations of foreign words or phrases will be attempted using basic dictionaries; for more extensive translations referrals will be made to agencies and individuals who perform these services. Brief translations may be provided only if a person on the staff with appropriate expertise is available.

Criss-Cross

Criss-Cross and city directory inquiries will be answered only for the name or street provided. No more than three listings will be provided per patron at any one time. Staff members will not give "nearby" listings. Information from these sources is intended for in-library use and cannot be provided over the phone.

Consumer Information

Evaluation of consumer products requires interpretation and background reading; consumer product evaluations will not be provided over the phone, but a search will be done to determine if a product has been rated. The librarian should always recommend that the caller come to the library to read the entire rating article in order to make an informed purchase.

Mathematical Calculations

Mathematical calculations will be provided only if a person on the staff with appropriate expertise is available. Otherwise patrons are referred to sources containing the formulas or tables necessary for them to complete their calculations.

Referrals

Referrals will be made to ouside agencies as needed. Reference librarians may provide access to biographical and other information that is available in directories and other sources. They may not make recommendations to specific lawyers, legal firms, doctors, other medical care providers, or financial professionals. Users will be referred to county or state professional associations for additional information.

If needed materials are located at another library, the staff member will verify that the resources are actually there. A call to have an item held at another library is appropriate.

Patron Priorities

The public is served on a first come, first served basis. People calling the library are helped in sequence. Callers will be asked if they would like to wait, to call back, or to be called back before being put on hold. Patrons approaching the desk will be informed that they will be helped as soon as possible.

If a patron has a time-consuming request, it may be necessary to get him/her started and make sure a follow-up is done to continue the patron in the process.

Service to the Homebound

Books On the Move

This program is designed to provide library materials to anyone who is a resident of East Lake and is confined to their home or a convalescent center due to illness, injury or disability. Each homebound patron is individually profiled and matched with a volunteer on a one-to-one basis. The volunteer will visit the library and select reading and other materials for a homebound person. Reference desk personnel are available to assist in filling the patron's special requests. Once library materials have been selected and checked out using the patron's own library card, volunteers will then contact their patron and deliver the books.

Books-by-Mail

Books-by-Mail represents a library without walls, a special service to patrons of all ages who cannot get to a library building. The homebound, those without adequate means of transportation, and people with disabilities living in the taxing district all qualify.
Eligible individuals may receive this service by completing and returning a Books-by-Mail Application.

Extensive Research

Requests for and/or completion of lengthy research are not considered a traditional role of the public reference librarian. Patrons needing extensive bibliographies, lists, statistics, or research will be directed to the appropriate resources and offered as much assistance as staff time allows.

Notary Public

The library has notaries public that will notarize documents at no charge. It is advisable to call ahead to verify when the notary will be available.

Proctoring Exams

Reference Librarians will provide proctor service for tests. A written request and instructions should be received by the library from the testing agency and an appointment set up well in advance of the test date. Please note that there is not currently a specified quiet area for test taking and this could be a distraction, depending on the student.

Patron Confidentiality, the Librarian Code of Ethics, and the Patriot Act

East Lake Community Library respects the right of privacy of all its customers regarding the use of this Library. Confidentiality of user requests must be respected at all times. Questions shall not be discussed outside the Library, and names shall never be mentioned without the user's permission.

East Lake Community Library supports the concept of intellectual freedom and the right of each citizen, regardless of age, to free access to information without fear of intimidation or recrimination. The Library's confidentiality policy safeguards the first amendment and privacy rights of Library users. The Library advises employees, volunteers, and patrons that all Library records that contain names or other personally identifying details regarding the users of the Library are confidential.

East Lake Community Library further subscribes to the American Library Association Library Code of Ethics, Section III, which states, "We protect each Library user's right to privacy and confidentiality with respect to information sought or received and materials consulted, borrowed, acquired, or transmitted."

The East Lake Community Library specifically recognizes that library records and patron information are confidential. Library records are defined as a record in any form that is maintained by the Library and that contains any of the following types of information:

- Information an individual is required to provide in order to be eligible to use Library services or borrow materials
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject

Information that does not identify an individual and that is retained for the purpose of studying or evaluating the use of the Library is not considered confidential and is not subject to this policy.

No patron records will be made available to federal, state, local law enforcement agencies or to any spouse or other individual except as required by law pursuant to the following:

- For the records of minor children when requested by parents, guardians, or custodians
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances
    - Court orders from law enforcement officers will be referred to the Library Director who will consult legal counsel. Other Library employees refer all such requests to the Library Director
    - The Library will take such action as is necessary to determine that any court order or process issued by any court or pursuant to any court rule or any agency of government requires that such records be made available.

- At the written request or consent of the individual who is the subject of the record or information
- For library administrative purposes including the establishment, maintenance, or transfer of the library records management system; or records that document improper use of the Internet at the Library, provided that patron identifying information is removed.

When Library employees or volunteers speak either in person or on the telephone to anyone other than the patron, or to persons who cannot produce their Library card numbers and provide other identification, information regarding items chacked out, items overdue, fines, holds will be restricted as to information that does not reveal the content, such as number of items or figures for fines owed. Addresses, phone numbers, or any other personal information from patron's records will not be given out under the above circumstances. When a patron is unable to confirm his or her identify as required, a print-out of the requested information may be mailed to the patron using the mailing address provided in the Library's registration records.

The Library record of a child has the same confidentiality protection under Library policy as that of any other patrons with the following exceptions.

- Parents or legal guardians are permitted access to the records of their minor children under the age of 14 (fourteen). The parent/legal guardian must be accompanied by the child, provide the child's Library card, and/or provide other acceptable identification. In the case of telephone inquiries, Library card number and verification of the child's address, telephone number, and date of birth are required.
- Parents or legal guardians of minor children ages 14 through 17 are permitted to know only the number of items, not titles, authors, or subjects, charged out on their children's Library cards, unless the child accompanies the parent or legal guardian to the Library and grants permission for access. The parent or legal guardian must provide the children's Library card or, in the case of telephone inquires, Library card number and verification of the child's address, telephone number, and date of birth.
- East Lake Community Library recognizes that parents or legal guardians who have signed their minor children's applications have assumed the financial responsibility for materials charged out to their children's cards; therefore, parents or legal guardians will be provided with specific information about their minor children's Library records when materials are overdue or lost.

Definitions

For purposes of this policy, the following definitions apply:

A. Custodian: a person who has legal custody of a child or a public children's agency or private child placing agency that has permanent, temporary, or legal custody of a child. Custodian is not a foster parent.

B. Library Record: a record in any form, written, verbal, or electronic, that is maintained by the Library and that contains any of the following types of non-evaluative, identifying information:

- Information the Library requires a patron to provide to determine eligibility for services; or

- Information that identifies a patron as having requested or obtained specific materials or materials on a specific subject; or
- Information provided by a patron to assist a staff member to answer a specific question or provide information on a specific question.

C. Patron Information: any personal identifiable information about an individual who has used any Library service or borrowed any Library materials. Non-specific age or gender information is not considered patron information.

D. Exigent Circumstances: those circumstances which are so urgent that a law enforcement officer must chose public safety over the rights granted by law to an individual.

E. Guardian: a person, association, or corporation that is granted authority by a probate court to exercise parental rights over a child to the extent provided in the court's order and subject to the residual parental rights of the child's parents.

F. Internet: the international computer network of both federal and non-federal interoperable packet switched data networks, including the graphical sub network called the World Wide Web.

G. Minor Child: anyone under the age of eighteen (18) years

H. Incompetent Adult: any person who is so mentally impaired as a result of a mental or physical illness or disability, or mental retardation, or as a result of chronic substance abuse, that the person is incapable of taking proper care of the person's self or property or fails to provide for the person's family or other persons for whom the person is charged by to provide, and for whom the state has appointed a guardian through a county probate court.

Any questions concerning the implementation of the policy should be addressed to the Library Director.

Reference Attachments List

Attachment R1: Daily Statistics

Attachment C1: Cost Sheet

Internet Policies

The East Lake Community Library is dedicated to providing the community with a wide variety of information on all topics. In keeping with the mission and vision of the Library, free limited use of the Internet is available to all library users, upon acceptance of the "Internet Usage Agreement" (Attachment I1).

Individuals use the Internet at their own discretion, and the Library has no control over and is not responsible for the content on the Internet. Not all sites provide accurate, complete, or current information. Some access points carry information that a user might find controversial or inappropriate. We encourage our patrons to be sensitive to the fact that they are in a public setting.

The Library upholds and affirms the right of each individual to have access to constitutionally protected material. The Library also affirms the right and responsibility of parents to determine and monitor their children's use of Library materials and resources.

Guidelines for Use of Computer Terminals

- Internet computers will not be used for illegal activity, to access illegal materials, or to access materials which by local community standards would be obscene
- Library staff may limit use of computer equipment which has been purchased from grant funds, according to the terms or intent of the grant agreement
- Installation, downloading, or modification of software is prohibited
- Users will respect copyright laws and licensing agreements
- Users will not make any attempt to gain unauthorized access to restricted files or networks, or to damage or modify computer equipment or software
- Prompt payment is required by users who incur charges for printing or other authorized fees
- Users must sign up to use the Internet on a next-available-terminal basis
- Terminals will not be "reserved" for persons who are not in the immediate vicinity when their name is called, and telephone reservations will not be taken
- Access sessions will be limited to one (1) hour, unless otherwise authorized by the Librarian in Charge
- Notebook computers may be available for checkout, but must be used in house (see Attachment C10 Notebook Computer Checkout Policy)
- Users must end their session and leave the terminal when asked to do so by authorized Library staff
- Upon completion of an Internet access session, a user may be required to wait 30 minutes before signing up for another session
- The number of access sessions available per day, per user, may be established by the Librarian in Charge: such limitations will be dependent on facility-specific demand in order to provide access for the majority of users

- Users will respect the privacy of other users, and will refrain from attempting to view or read material being used by others
- By mutual agreement, two persons may share one access session as long as their behavior or conversation does not disturb other users or Library staff

Termination of Internet Privileges

Public Library employees are authorized to terminate any user's access session, or to prohibit a user from subsequent access sessions for up to two weeks from the date of informing the user of that action, given cause to believe that the user has failed to comply with the Internet Usage Agreement and/or Rules.

Internet users whose access session has been terminated or prohibited will be given information concerning the process to protest the action and/or request that Internet access privileges be reinstated. Temporary or permanent denial of Internet privileges at any PPLC Library facility may be effective at all PPLC Library facilities.

No Filters

The library provides full Internet access and does not limit or filter out information. Parents are ultimately responsible for children's access on Internet stations (some content is of a mature nature). Unattended children are responsible for their actions in the library.

Internet Assistance

Library employees provide basic introductory training concerning Internet or personal computer use as time permits but do not provide in-depth Internet assistance. Staff can locate books and other library resources dealing with computer-related topics and can provide referrals to area computer classes.

Conducting Commercial Business

The library's Internet resources are intended for educational, informational, and recreational purposes only. Therefore, conducting any commercial activity or enterprise or distributing advertisements using these resources in not permitted.

Printing Fees and Diskettes

East Lake Community Library runs its printing on the 'honor system'. We ask that you keep track of the pages you print and voluntarily give staff (at the Circulation Desk) payment for each page. Patrons must pay for all pages printed.

Blank formatted disks can be purchased at the library (see Attachment C1 Cost Sheet).

Access Priorities

Access will be determined on a first come, first served basis. Public computers cannot be reserved for specific times.

Library Links

The staff of the East Lake Community Library has developed a variety of Web pages with recommended links in order to facilitate use of the Internet. Users should recognize, however, that the Library is not responsible for changes to the content of linked sites, nor for the content of sources accessed through subsequent links. Staff will provide assistance to Internet users to the extent that time and patron demands allow.

Controversial Material

On a global network, it is impossible to control the content of all data. An industrious user may discover controversial material which users, parents, children and others may consider inappropriate or offensive. It is the user's responsibility not to initiate access to such material.

Internet Attachments List

Attachment I1 Internet Usage Agreement

Attachment C1 Cost Sheet

Attachment C10 Notebook Computer Checkout Policy

Miscellaneous Administrative Policies

Tax Forms

East Lake Community Library provides a convenient location for distribution of many tax forms and publications. This distribution service does not replace the services of the Internal Revenue Service, however. There may be times that the tax form distribution services of the library are not sufficient to meet the public's need for certain forms or publications. Information about how to request items from the Internal Revenue Service and other distribution locations, including the State Department of Revenue office, will be made available to the public. In addition, Library staff members are not authorized to issue tax advice.

Surplus Materials, Furniture and Equipment

It is the policy of East Lake Community Library to dispose of library materials, furniture and equipment that is no longer functional or useful. The Library Director will be responsible for the sale or disposal of all library furniture and equipment that is no longer of any use to the Library. Department Managers will be responsible for reporting to the Library Director any items needing to be disposed of and for filling out the appropriate forms. When an item no longer has value to the Library, it will be removed from inventory and disposed of:

1. Books and other materials, no longer deemed appropriate for the collection, will be donated to the Friends of East Lake Community Library for disposal through their regular book sales or to other non-profit, charitable agencies which may be able to add the items to their collection.
2. Computer equipment, no longer of use to the Library, may be donated directly to a local school district for use in their educational programs or to other non-profit, charitable agencies. Computer equipment may be sold or donated to a technology recycling company if local agencies cannot be located.
3. Furniture, no longer of use to the library, the value of which is less than $300.00, may be donated by the library to a non-profit, charitable organization.
4. Items not covered by the above will be sold through auction or publicly advertised sale with any proceeds from such sale being deposited to the General Fund of the Library. Prior to such sale, the Library Director will prepare a list of those items to be included in the sale for approval by the Advisory Board.
5. If an item is determined by the Library Director to have marginal or no resale value, or it does not sell through auction or publicly advertised sale, it may be sold or discarded in the best interest of the Library.
6. The Library Director is authorized to accept trade-in allowances on any item of equipment being replaced or upgraded for which a trade-in allowance is offered.

In an instance where an item of surplus inventory is determined by the Library Director to have unusual, historic or artistic value such items may be referred to the Adviosry Board for determination of value which determination may include the services of a professional appraiser or outside expert opinion.

Petitions and Solicitations

Solicitation of the public or the staff is not permitted on Library property or property under the control of the East Lake Community Library by the public or members of the Library staff. Soliciting includes the sale or distribution of merchandise, sales materials, tickets, insurance, coupons, magazine subscriptions, political campaign material, or anything not connected with the work of the Library.

The only exceptions to the non-solicitation policy are the following:

- those authorized and directed by the Library Administration which benefit the entire community
- those for fundraising projects conducted by the Friends of East Lake Community Library or other supporting organization of the Library
- those solicitation and fundraising projects sponsored by the Library Staff with the approval of the Library Director
- items posted on the community bulletin board

Photographing and Videotaping in the Library

Photography or videography is generally permitted if it is for general Library promotion by the media, student projects, and/or strictly for personal use.

In order to protect the rights of individual Library patrons and to reduce distractions, photographing and videotaping on Library property are restricted as follows:

- Under no circumstances may the public, members of the media, or Library staff take photographs or videotape without the express permission of any Library patrons, staff, or volunteers who would be prominently included within the composition

Requests to photograph or videotape for commercial purposes are not permitted without approval by the Library Director. Requests for permission to photograph or videotape for commercial purposes must be submitted in writing for review by the Library Director.

Public Use of Telephones

Library telephones shall be used by library patrons in emergency situations only. Emergency calls shall be limited to no more than three minutes.

Public Information Requests

Library operations information and planning is available to the public upon written request (see Attachment M8). Library staff will make every effort to provide such information in a timely manner. Charges may apply for requests that require printing, photocopying, and additional research. In the event that charges apply,

Programming

East Lake Community Library offers programs that support people in their home lives, their learning, and their leisure activities. In planning programs, the library considers:

- The library's Strategic Plan
- Regional needs
- Purpose of the program
- Quality of the presentation
- Appropriateness of content to the audience
- Other programs available in the community

Attendance statistics, and evaluations are kept to determine the impact of the program on the audience, to help in preparing budgets, and to aid in future planning. Sign language interpreters are available upon request seventy-two (72) hours in advance of the event.

Tours are given at the request of a group or individual. Tours may be considered a program if there is preparation of materials and information involved.

All programs include both programs scheduled for the public and those presented in conjunction with schools or community organizations. The programs may take place in the library or in the community. Library staff and volunteers are available to speak to community groups, assist with library programs, or substitute for library staff at scheduled programs.

Volunteers Orientation, Rights, and Responsibilities

The East Lake Community Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects. Volunteers learn more about the library and its place in the community and observe first hand the way the library serves the community's needs.

Volunteers are viewed as the most valuable resource of this agency, its staff, and its clients. Volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, and the right to effective supervision. The Library makes an investment in the training and experiences of the volunteer so that the services offered meet the needs of the public. Volunteers agree to perform their duties to the best of their abilities. They will remain loyal to the goals of the agency and operate according to its policies and procedures.

In carrying out the requirements of the Library Bill of Rights, volunteers actively working in a community library may not express their religious, political, social or other personal views to members of the public. They must protect the confidentiality of each library user. Violation of these special trusts, policies, or procedures is reason to discontinue the volunteer services.

1. Volunteers are required to make a commitment of at least 3 months
2. Volunteers are required to wear identification badges or volunteer shirts when working in the library
3. Volunteer performance will be evaluated by the volunteer coordinator once a year
4. If you are going to be absent from your assignment, need to change your work schedule, or if you are going to take a vacation, please advise your volunteer coordinator as soon as possible
5. If there are two absences without notification to the volunteer coordinator, the Library will assume that you have left your volunteer position and will seek a replacement
6. If you are going to leave your volunteer position, please notify your volunteer coordinator as soon as possible, so that a replacement can be sought.
7. Please bring any concern, problem or suggestion to your volunteer coordinator. Ask him/her for any information you need to do your job more effectively.
8. If you want to consider a change in your assignment, please talk it over with your volunteer coordinator.
9. An important requirement of your volunteer position is the Volunteer Sign-in Log. Please keep an accurate record of the hours you work, record them on the log.
10. Expenses directly related to volunteer service are generally deductible from state and federal income taxes. Therefore volunteers may wish to keep an on-going record of transportation, parking and other relevant expenses. (For more specific information see IRS Publication 526, Charitable Contributions.)
11. The volunteer coordinator will ask you for an evaluation of the volunteer program periodically and also when you leave. Your comments are welcome at other times as well.
12. Volunteers are expected to operate within the stated policies and procedures of East Lake Community Library

Continuing Education and Professional Organizations

Formal Education

If funding is available, paid library employees who work part time or more may apply for a continuing education tuition grant from the Friends' to cover tuition for all classes required for a library degree, or any other library related, credit bearing classes.

1. Classes may be taken at any accredited college, university or trade school. This budget item will not include conferences or workshops, which do not carry credit, as this is covered under another budget line item.

2. Books, supplies, food, and lodging will be the responsibility of the student. Transportation may be paid if several staff members are involved in the same class, at the discretion of the Friends' Board.
3. Application for a tuition grant must be made at least 30 days prior to enrollment. More advanced notice will improve the chance of Friends' Board approval.
4. Grants will be given only to employees with at least one year of service. The employee shall agree to return any tuition grant to the Library if he/she leaves employment within one year after course completion.

Other Educational Development

East Lake Community Library recognizes that a well-trained and educated staff is essential to the provision of quality library service.

Workshops, Meetings:

1. Employees may be allowed to be absent from duty for the purpose of attending seminars and workshops, professional and business meetings, or visiting other libraries and museums. The Library Director shall authorize attendance in accordance with scheduling needs and budget.
2. Budget funds permitting, the Library Director may authorize actual travel expenses and including reasonable expenses for meals, lodging, and other necessary expenses.
3. Employees and Trustees are encouraged to apply for scholarship money for workshops (if available) for expenses incurred.
4. First preference for workshop or professional meeting attendance will be given to the personnel who must maintain their minimum professional certification.

Educational Development:

1. Staff members shall be encouraged to take appropriate courses or workshops to improve their competencies in library work.
2. Whenever possible, the Library Director shall authorize changes in work schedules, providing that time is “made up” and that normal library services are not disrupted.
3. Employees should request permission as far in advance as possible, and date of application may be considered in the decision to grant the request. Application should include a description of coursework, schedules, a list of fees, and a statement concerning the benefit to the library. Primary consideration will be given to those applications which offers a direct benefit to the Library.
4. The Advisory Board, Palm Harbor Community Services Agency, or Library Director may request an employee to enroll for outside coursework, in which case the Library will pay all legitimate expenses and allow paid time off to attend classes.

Professional Associations:

1. The Library recognizes the value of library professional Associations and encourages employees to participate in them, especially the Florida Library Association and the American Library Association. Attendance at their conferences is to be encouraged. Within reason and subject of the scheduling needs of the library, the Director may permit attendance on library time. “Time off” will be limited to the number of work hours missed, not the number of hours in attendance.
3. The Advisory Board requests a written synopsis after attandance at any job-related conference.
2. Volunteer work as an officer or committee member on behalf of a professional association is encouraged, but is secondary to the employee’s responsibilities to this library. Employees nominated or appointed to positions, which would require significant time away from the library, should discuss the matter with the Director (or Advisory Board) in advance.

3. The library will further support membership by paying for basic dues in The Florida and American Library Associations for librarians.
4. Expenses for attendance at professional conventions and/or conference may be reimbursed partially within budgetary limitations. Employees will be asked to seek further assistance in the form of scholarship money.

Copyright

A notice of copyright will be prominently placed on the library's photocopiers. Library staff will refuse to duplicate any materials if doing so would violate copyright. Library patrons copying any materials on library machines are solely and fully responsible for using the materials in compliance with relevant copyright law.

Under the 1976 Copyright Act, Libraries may provide limited copying services for their patrons. The following guidelines must be followed for the Library to comply:

- The copied material must display the following information: "NOTICE": This material may be protected by copyright law. (Title 17 U.S. Code)
- The material must become the property of the patron, and the Library must have no notice that the material will be used for anything but "private study, scholarship, or research."
- Materials may not be copied in large quantities nor should it substitute for subscription to or purchase of materials.
- Items without public performance rights are for personal and home use only. Library staff will follow copyright law in selecting and using materials for public performance.
- Original or copyright-free art will be used to produce library publicity items or for creating displays and decorations

Friends of the Library

Friends of the Library is a group of people who have joined together to form a Non-Profit support organization for the East Lake Community Library.

Purposes:

1. To improve the services & resources of the libraries;
2. To promote citizen involvement in library activities;
3. Services: funding for library programs, helpers for various Children's & Adult programs, provision of refreshments for said programs, fundraising, bringing in authors, etc.

The aim of the Friends of East Lake Community Library is to allow our libraries the opportunity to offer programs and services that could otherwise not be attempted.

Who can be a Friend? Anyone with a desire to see the East Lake Community Library thrive and grow; who has a willingness to be a part of that growth.

How does one join? Attend a meeting or send in an application. To find out when the next meeting will be held, call the Library. Meetings are always posted in advance, and are always open to the public.

Cost? The annual cost for membership in the Friends is minimal. Currently dues are collected annually. Anyone who feels they cannot join due to financial restraints should let the President know. We do not want anyone to feel they cannot join due to finances. We gladly accept physical presence and help! Gifts and donations made to the Friends of the Library are deductible to the extent allowable by law to a 501 (c)(3) organization.

Collection Development Policy

The purpose of this policy is to guide the Library staff in the selection of materials and to inform the public about the principles upon which materials are added to or removed from the collection. This document strives to ensure that the collection, materials and access, express the Library's response to the information and learning needs of the community. The policy, together with a specific collection development plan, will help measure progress by defining the collection as it is now compared to future needs. It will assist in budgeting decisions and responsible use of funds, define the purposes for the collection and establish limits and priorities on collection parameters. The policy will inform and educate both the Library staff and patrons about censorship challenges and provide guidelines for accepting, declining evaluating and acknowledging gifts. A policy cannot replace the judgment of individual librarians but provides guidelines to assist them in choosing from the vast array of available materials.

Basis for Policy:
East Lake Community Library's collection development policy is based on the Library's mission statement, community assessments and the service roles of the Library. (see Mission section)

Selection of Library Materials:

Responsibilities

The Library Director is charged with the final responsibility for the selection of all materials in the collection. Under the authority of the Director, the collection development committee selects and deselects library materials including internet links. High priority is given to requests from patrons, advisory boards, educators and staff. Staff also consults citizens with areas of special expertise in developing the collections.

Sources/Selection Aids

The Library collection development committee relies upon multiple sources for assistance in selecting library materials, including book reviews, publisher's catalogs/flyers, professional journals, printed bibliographies, "best of" and recommended lists, recommendations of other professionals and library patrons. Reviews in professionally recognized periodicals are a primary source; standard bibliographies, book lists by recognized authorities and the advice of competent people in specific areas of expertise may also be used.

Principles

Materials are selected and retained on the basis of their content. The ELCL collection represents diverse points of view. The Library collection, as much as possible, reflects the community and its diversity of interests, perspectives and backgrounds. The Library also seeks to bring awareness of those cultures, traditions and ideas not represented in the local community. The staff of the Library provides equal service to all Library users. Children, teens and adults are equally free to use the entire Library and to borrow all materials in the circulating collection. The selection principles promote the American Library Association's "ALA Bill of Rights" and interpretations, "Freedom to Read Statement" "Freedom to View Statement" and "Intellectual Freedom Statement". (See appendices).

General Criteria for Selection of Library Materials

Within the limitations of space, budget and availability of materials, the Library seeks to:

1. Promote the use of popular high demand books and other library materials for recreation and enjoyment.
2. Meet the basic informational needs of the community.
3. Nourish the intellectual, aesthetic, creative and spiritual growth of Library users.
4. Support educational, civic and cultural activities of the community.
5. Provide practical educational and vocational information that will improve occupational capabilities.

In selecting materials for the Library collection, librarians use the following general criteria, in random order:

- Appropriateness to Library's mission and service roles
- Relationship to existing collection/ other titles available
- Availability elsewhere or more in keeping with other institution's roles
- Availability to purchase or access
- Requests by patrons, advisory groups or staff
- Suitability of format for user's need and subject
- Community interest and need
- Relevance to experiences and contributions of diverse populations
- Level of funding and cost of item
- Anticipated use
- Physical quality of material
- Value of resource in relation to its cost
- Authority, accuracy and accessibility of presentation
- Currency of information
- Reputation of author, publisher or issuing body
- Attention and response of critics and general public
- Subject matter and scope
- Historical significance
- Quality and style of writing
- Inclusion of work in bibliographies, recommendation lists, indexes

Adult Collection

Fiction

The collection focuses on twentieth and twenty first century literature including high demand, classics and standard titles, diverse genres and special interests. There is no single standard for inclusion in the fiction collection. Because of the large volume of fiction published, it is possible to purchase only a representative selection with emphasis on major authors and the most popular examples of a genre. Patron requests for fiction are purchased whenever possible and influence the addition of more copies. Genre fiction such as mysteries, romance, thrillers, science fiction, fantasy and westerns are purchased in proportion to demand and use statistics. Efforts are made to

complete series, purchase award winning titles and to represent local subject matter. Generally, all fiction titles are purchased in the English language.
Paperbacks selected for adult fiction serve three main purposes. Some paperbacks are added to meet the demand for popular, easily portable, inexpensive reading material. Secondly, duplicate copies of hardcover titles are purchased to meet heavy demand. Third, duplicate copies of some titles on school reading lists are purchased to make these titles readily available as needed. Because paperbacks are inexpensive and easily damaged, a balanced paperback collection is not a primary objective and books are frequently weeded.

Non-Fiction
The non-fiction collection emphasizes timely, accurate and useful informational materials to support individual and community interests. Resources are available for all ages and reading levels in a variety of formats. Materials are selected to represent a continuum of opinions and viewpoints when available. Titles with sustaining value and those of current, accepted authority are part of the Library collection. As a new field of knowledge emerges, the Library responds with timely additions. Generally, all non-fiction titles are purchased in the English language.

ELCL emphasizes non-scholarly materials, as we rely heavily on St. Petersburg College, Pasco-Hernando Community College and the University of South Florida libraries for academic and in-depth coverage of subject areas.

Reference
Reference materials are for in house use. They provide quick, concise and up-to-date information. Included are indexes, encyclopedias, bibliographies, biographical resources, dictionaries, almanacs and directories.

- Ready Reference- a selection of high use reference items including directories, almanacs, encyclopedias, investment resources
- Consumer Information: reference items which aid consumers in purchasing decisions.
- Additional selection criteria for reference:
  Ease of use
  Format
  Authoritativeness
  Frequency of use
  Scope and depth of coverage
  Demands on subject areas which circulating collection cannot meet

Electronic Resources
ELCL subscribes to various online databases and additional online materials are available through the Florida Electronic Library.

Electronic information and networking is a new and rapidly developing area of public and private activity. The Library recognizes that these developments pose new challenges as well as new opportunities for library users, board and staff. The Library believes that these challenges and

opportunities are best addressed by adherence to the fundamental principals of traditional library use and the principles of a free society.

These new methods of receiving information do not change the mission of the ELCL. Materials selection and access to electronic resources are integral to fulfilling the mission, which is to provide equal access to information, materials and services in an environment that welcomes interaction and personal enrichment for all the people of our community. However, access is not the same as selection. Connection with electronic information services and networks provides access and information transfer rather than selecting and acquiring materials in the traditional sense. The Library system will use criteria to select the electronic services and databases and to select Web sites linked to the ELCL pages.

Internet Access (see full Internet Use Policy- Appendix I1)
The Internet enables the library to provide information resources beyond the confines of its own collection. It allows access to ideas, information and commentary from around the globe. Currently it is a voluntary and unevenly regulated medium. While it offers a wealth of materials that are personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be offensive, disturbing and/or illegal, inaccurate or incomplete. The Library provides unfiltered free access to the Internet to patrons of the Library. The responsibility of what minors read or view on the Internet rests with parents or guardians. In support of parental responsibility, ELCL requires children under the age of fourteen to have parental/ guardian permission to obtain a library card.

Web Linking Policy
Professional staff will identify and recommend interesting and useful Internet destinations and resources from the Library's home page, which support the Library's Mission and service roles, as is done for in-house library materials collection. Links to information resources are based on staff judgment of the best resources available and do not imply endorsement. Users should recognize, however, that the Library is not responsible for the content of linked sites, nor for the content of sources accessed through subsequent links. The Library cannot control or monitor material that may be accessible from Internet sources because the Internet is a vast and unregulated medium with access points that can and do change rapidly and unpredictably.

Questions considered when evaluating whether to link a remote website:

- Is the subject matter and information useful to our patrons?
- Is the remote site easily accessible?
- Is it relevant to the overall mission of the Library?
- Is it a local resource?
- Is the resource of sufficient quality to merit a link?
- Who has established the page? (authority)
- Is there a sponsor?
- Is the information accurate?
- Is there a discernible bias?
- Does the page have a posting and/or revision date?

Is the site regularly maintained?

As with all collection development decisions, this policy does not replace the judgment and expertise of library staff.

Equipment
East Lake Community Library provides the following equipment available for patron use:

- Computers with Internet and printer access
- Laptops with wireless Internet and printer access
- Wi-Fi access for patron laptops
- Automated Library catalog
- Copy machine

Additional Selection Criteria for New (electronic) and Emerging Formats

- Impact on equipment, staff, storage and space
- Demand for format in community
- Durability of format for Library use
- Suitability for direct public access
- Availability of adequate startup and continuing funding
- Capability for networked distribution
- Acceptable response time
- Timeliness in updating information
- Logical operation and ease of use for public and staff
- Technical quality of production or reproduction
- Capability for information to be downloaded
- Reduction/ replacement of in print or other format materials
- Access available in-house as well as remotely.

Periodicals
Periodicals are an important source of new ideas, current topics and consumer information. ELCL subscribes to a broad range of newspapers and periodicals. Periodicals are generally retained for one year. The periodicals collection is reviewed annually for additions and deletions.

Audio Books
Audio materials (CD Books) are considered an adjunct to the print collection. This collection is not intended to mirror development of literature or to systematically cover non-fiction topics. A balance is maintained between abridged and unabridged material; popular fiction is emphasized over non-fiction.

Videos
Video materials (DVDS) can be an adjunct to the print collection providing basic information on a variety of subjects of interest to patrons. It also provides patrons with entertainment/ feature films, with a special bias towards titles not readily available locally from video rental stores. A representative sample of historically significant feature and independent films, including award winning or critically acclaimed, classic American and foreign feature films is emphasized.

For children, the goal is to provide a quality selection of pre-school learning and entertainment ideas, film versions of children's literature, selected non-fiction videos that reflect areas of interest across generations (i.e. dinosaurs, animals, ancient civilizations etc.) and award winning children's films.

Collections for Youth and their Families

Young Adult Collection

Adolescence is the transitional age from childhood to maturity and an experimental stage during which young people investigate a wide variety of interests. Young adults may use a wider range of library materials than any other age group. While the entire collection is available to the young adult, the library recognizes that certain materials have a special appeal or message for this group.

The young adult collection includes recreational reading particularly appropriate to adolescents ages 12 through 18. It is not intended to be a comprehensive collection serving all the needs and interests of young adults, nor is it the library's intention that young adults should be confined to the use of this material.

Materials are selected for this collection to broaden the horizons of young adults and help them to cope with the problems of adolescence. To fulfill these needs, the collection will inevitably include materials on controversial topics.

The young adult user of the Library has access to the entire collection. Limitations to be placed upon the reading materials of the young adult are left to the discretion of the parents.

Children's Collection

The children's collection serves children from birth through the sixth grade and adults involved with children such as parents, teachers, group leaders, and children's literature students. It includes materials for all reading, listening, and viewing levels; for all recreational preferences; and on all subject interests. Replacement and duplication of older titles is extensive as children read and reread favorite books spanning generations. Besides materials for children, the children's collection contains material on children's literature and library service to children and a number of books concerned with parenting and teaching.

The Children's print collection, like all of literature, often reflects reality. As such it may include material which is controversial or offensive to some.

Picture Books

The library provides picture books for reading aloud and sharing with children from preschool to grades three or four. In these books, the text and pictures should complement each other. Sentences should be rhythmic and vocabulary distinctive and appropriate for the child's listening ability. The illustrations should be artistic and satisfying to the child. The story should be original and interesting, preferably with an underlying theme to add depth to a minimal plot. Concept and information books should be creatively presented. The illustrations in wordless books should encourage the child to create a story. Easy to read books should be artistically illustrated and creatively written with a

readability of pre-primer through grade three. All picture books should broaden the child either emotionally or intellectually.

Easy Readers

Books specifically designed for the emerging reader with controlled and/or progressively constructed chapters and words.

Fiction

Fiction is selected mainly for grades four through six. Plot should grow out of a strong theme, be believable, and excitingly developed through action. Characters should be logically motivated and revealed through incidents. The words should flow smoothly with few clichés. Dialogue should sound natural. Illustrations, if included, should be artistic and add to the appreciation of the story. Adaptations and abridgments are purchased only when they are faithful to the intent of the original. Each book in a series is evaluated separately.

Non-Fiction

Non-fiction should be accurate, objective, and consistently appropriate to the age of the reader. The format should be appealing with the inclusion of diagrams, maps, illustrations, and photographs as needed to enhance the understanding or enjoyment of the text. The text should show some originality of treatment. The style should be direct and neither over simplified nor too complicated for the intended audience. Indexes and bibliographies should usually be included, and they should be accurate and complete.

Books to assist with learning another language are selected as well as a few translations of easy children's books originally published in English.

The non-circulating reference collection, while not extensive, consists of books needed to answer specific questions and to assist with the location of material in other books. It includes encyclopedias, almanacs, dictionaries, bibliographic aids, indexes, important lists, definitive books in areas such as plants, shells, birds, states, and presidents, and books related to the subject of children's literature.

Collection Maintenance

A practical, useful collection will be maintained through a continual process of discard and addition. Statistical tools such as circulation reports, collection turnover rates, fill rates, reference fill rates, shelf allotments and volume counts are studied to determine how the collection is being used and how it should change to answer patron usage. Materials are withdrawn based upon their being outdated, no longer of interest or in demand, unnecessary duplicates or multiple copies, worn or mutilated. Weeding should be done with the same care, thought, criteria and judgment as selection.

A. <u>Weeding Guidelines</u>
   - Materials with obsolete content
   - Materials which are infrequently used
   - Materials that have no anticipated use
   - Older editions of encyclopedias, almanacs, directories, yearbooks and standard texts (Encyclopedias should be no older than 5 years in the reference collection
   - Materials which are incomplete sets in which items missing seriously impair their usefulness

- Works containing information that has been superseded or presented in newer, more comprehensive or more accessible formats

B. Retention Guidelines
- Materials with regular, ongoing use
- Works containing useful local information
- Primary works in particular disciplines or topics
- Works representative of an era, trend or movement which provides unique coverage
- Works listed in standard or authoritative up to date bibliographies regularly used by staff and public
- Replacement of desired item is not possible

Censorship and Reconsideration of Library Materials

The East Lake Community Library believes that the only acceptable censorship is self-censorship; therefore, it is the intent of the Library that no challenged library material will be removed from the collection except upon court order, and after adversary proceedings in which the Library defends inclusion of the material, unless said material was placed in the collection in violation of this policy.

The Library Director will devise and implement appropriate procedures for patrons to register complaints concerning materials. See appendix for "Challenged Materials- An Interpretation of the Library Bill of Rights" and the form "Challenged Materials Form".

Gift Books: See Gifts, Memorials, and Donations

Policy Implementation, Evaluation and Revision

The Collection Development Policy of the East Lake Community Library will be reviewed not less frequently than every two years by a staff committee composed of the Library Director and Library staff members.

Collection Development Appendices

Appendix CD1 Library Bill of Rights
Appendix CD2 Freedom to Read
Appendix CD3 Freedom to View
Appendix CD4 Free Access to Libraries for Minors
Appendix CD5 ALA Code of Ethics
Appendix CD6 Challenged Materials: An Interpretation
Appendix CD7 Challenged Materials Form
Appendix I1 Internet Use Policy

Gifts, Memorials, and Donations

Supporting the Position of the American Library Association

The East Lake Community Library subscribes to the policy stated below regarding gifts and bequests to libraries as adopted by the Council of the American Library Association. The Library has long been favored by public-spirited citizens as a beneficiary of gifts because it is a democratic, educational institution carrying on from generation to generation a great, free, humanitarian service to young and old, sick and well, rich and poor of every race, creed, and station of life. Changing social and economic conditions have produced a need for new ideas, for testing methods, and for departure from previous practices in this field of private beneficence.

Although the American Library Association believes and declares that the community served is primarily responsible for the financial support of its public library, it further believes that private philanthropy and private initiative still have important roles to play in the building of library resources in America, and in extending, enriching, and improving the service of the library.

The Association, therefore, believing that gifts and bequests to libraries, both tax-supported and privately endowed, and to libraries of colleges, universities, and other institutions, should be encouraged, invites the attention of library trustees, lawyers, trust officers, and other Friends of Libraries to the following considerations:

- The Association recommends that, in recognition of the economic situation, any program for gifts and bequests should be formulated carefully and with long-term objectives, which should be kept constantly in the public mind.
- The Association believes that memorials in the form of funds for library purposes have a strong appeal to many people because they present the opportunity to carry on the life interest of an individual or a group and can continue a beneficent service through the years. It recommends, therefore, the encouragement of such memorials.
- The Association believes that the development of trust funds presents a field for constructive work on the part of library boards and recommends to such boards, or to others responsible for the administration of libraries, that the possibilities and opportunities presented by such funds be called to the attention of their constituencies.
- The Association believes that one way to broaden the base of giving to libraries is to interest a large number of people in writing bequests into their wills, and it recommends that libraries let it be known that a modest bequest may be made with just as much sincerity and dignity as a large one and that it is just as acceptable to the library.
- The Association believes that insurance policies, including annuities, offer a form of gifts to libraries, the possibilities of which have as yet not been fully explored, and it recommends that libraries be suggested as the beneficiaries of such policies.
- The Association strongly urges that in considering any gift or bequest, the donor be asked to consult the library administration in order to make the benefaction of the greatest possible use both for the present and for the future and that he be asked to protect his gift legally in such a

way that changed conditions in future years may be met without impairing the usefulness and general purpose of the gift.

Monetary Donations

Projects

The Library accepts monetary donations without conditions on their use or for projects previously approved by the Advisory Board. Such money is deposited in the Trust Account for future expenditure by the Library Director.

Library Materials

The Library accepts monetary donations for the purpose of purchasing Library material consistent with the objectives of the Library collections. Money that is donated is deposited in the Trust Account for expenditure by the Library Director.

Public acknowledgment of monetary gifts is at the discretion of the Adviosry Board.

Gift Books

The Library gladly accepts the donation of books and other items with the understanding that the Library may do with them as it sees fit.

1. The same selection criteria used for purchased items is applied to gift materials. Works given to the Library but not added to the collection may be given to another library for its collection, may be donated to the Friends of the East Lake Community Library for sale or may be disposed of in some other manner. Once given, all gifts are property of ELCL and will be treated on an equal basis with purchased materials with regard to inclusion, display, housing, circulation and disposition of the material.
2. Materials donated to the Library will be added to the collection if they meet the criteria for selection and are in good physical condition. Processing costs are also weighed before placing a gift in the collection. Exceptions to physical condition include rare, out of print, reference and other materials that fill a specific gap in the collection.
3. Upon receipt of gift materials a receipt is given to the donor acknowledging the gift items. Due to Internal Revenue Service regulations, the Library is prohibited from providing an estimate of monetary value of the donation.

Memorials

The Library actively encourages donations as memorials and as tributes to living individuals on special occasions. Such acts provide the Library with an opportunity to add materials or equipment which it might not otherwise be able to afford. In addition, it is felt that such donations provide individuals with a rich opportunity to honor loved ones with a lasting statement of admiration and respect.

1. Memorials and tributes are accepted in the form of monetary donations to a special fund. The Library will make every effort to honor the donor's wishes regarding the selection to be purchased. However, the final decision rests with the Library in accordance with its needs and selection criteria.
2. A bookplate will be placed in the item purchased with the memorial and tribute gift funds. The bookplate will record the honoree as well as the donor. The Library will send letters to notify all parties of this gift.
3. In those instances where an individual wishes to donate a memorial book from his personal library, the decision to accept the gift will be based on the principles described in the Collection Development of these policies. If accepted, the bookplate and notification will be handled in a normal manner. If it is not accepted, the book will be returned to the donor.

Artwork

The Library has stated responsibility for providing facts, ideas, and creative expression. These responsibilities are reflected in the Library service, the materials collections, the architecture of the Library and the utilization of decorative and display objects within the Library. In keeping with these responsibilities, the Library will avoid the installation of permanent displays or artistic decorations, in favor of rotating displays and works of art that will serve to stimulate and renew interest. The following points must be considered by the Library before accepting a gift of this kind:

- Evaluation of the object itself will be based upon several considerations:
- Does it conform to the general architecture of the building?
- Will it fit comfortably into the space available?
- Does the object make optimum use of the space available?
- Is the object appropriate to Library objectives, or would it be better elsewhere?
- Will it cost more to accept the gift than it is worth to the Library?

  a. Cost of insurance

  b. Cost of restoration

  c. Cost of display

  d. Cost of material and labor maintaining the gift

  e. Cost of disposing of it or storing it.
- Is it generally acceptable to the Advisory Board?

  a. No gift will be accepted by the Library unless it is freely given to the extent that the Library may:

  b. Dispose of the gift as it sees fit (selling it, discarding it or giving it away, etc.)

  c. Store the gift or move it to various locations.

Major Gifts

Major gifts to the Library may be accepted by East Lake Community Library upon recommendation of the Advisory Board and the Library Director. Major gifts may include but are not limited to land, buildings, art objects, and substantial collections of books or other materials that have either a significant monetary, historical, or literary value.

Special Collections

The library will put a bookplate into books purchased with donated monies when appropriate; however, the library will not agree to form separate collections of either donated materials or materials purchased with donated money.

Miscellaneous Gifts (Furniture, Equipment, Landscaping, and Historical)

The decision to accept furnishings or equipment shall be made by the Library Director. Among the criteria on which the decision shall be based is need, space, impact on staff time, and expense and frequency of maintenance.

The decision as to the acceptance and location of gifts of landscaping items shall be made by the Library Director. The major criterion on which the decision shall be based is the appropriateness of the offered gifts to the landscaping plan for the building.

The final decision as to the acceptance and location of gifts of exterior ornamentation, sculpture and signage shall be made by the Pinellas County Board of County Commissioners on the advice of the Library Director, per the "Agreement Funding East Lake Community Library".

Endowments, Securities, and Property

Gifts of cash, securities, real property and bequest that support the mission of the Library will be handled by the Library Director, who, with the Advisory Board, will work out terms of acceptance that are compatible with Library policies, the donor's intent, and applicable laws.

You can direct your donation toward general support for the Library by making a gift of any size to the Endowment Fund at any time. Alternatively, you can establish a named fund within the Library's Endowment Fund with a minimum contribution of $5,000. Income from the named endowment can be directed to provide interest income for general support or to any of the areas described below. A named fund for specific purposes may be established with a minimum contribution of $20,000.

An endowment is a very special and meaningful way to create a permanent remembrance or ensure that your own long-term philanthropic goals will be fulfilled. Once a fund has been created, it can be built up through additional future contributions.

If you would like to establish a named endowment, please contact the Library Director.

Acknowledgements

The names of people making donations to the Library will not be released without their consent. The details of any such release will be approved by the donors. Library materials, equipment or display objects will be displayed in a way appropriate to their use by the public as determined by the Library.

Acknowledgement of sponsorship may take the following forms at the library's discretion:

- Launch of a special program or media campaign to announce the gift
- Press releases
- Letter of acknowledgement
- Sponsor's name on promotional materials
- Small standardized plaques may be placed on donated furniture or equipment
- Library bookplates

Criteria for Including Material in the Collection

In accepting a gift of materials the library reserves the privilege of deciding whether items donated should be added to the collection. Out of the many books and other materials which citizens so generously give, a considerable proportion can be used. Some cannot, because any library material, though of value in itself, may be:

(1) a duplicate of an item of which the library already has a sufficient number;

(2) outdated interesting but not of sufficient present reference or circulating value to the library; and/or

(3) in poor condition—which would not justify the expense of processing it, i.e., cataloging and preparing it for circulation.

The material will be judged by the same standards of selection as those applied to the purchase of new materials. The East Lake Community Library accepts gift books with the understanding that books, which are useful to the library collection, will be retained and other books disposed of in whatever manner the librarian deems best. The Library necessarily reserves the right to interfile gifts with other collections on the same subject, so that all collections are organized and classified according to library standards for the best public service. The library is not obligated to keep donated materials for any length of time.

Gifts Attachments List

Attachment G1: Memorial and Gift Form

Attachment G2: Gift Notification Form

Attachment G3: Gift Agreement Form

Attachment G4: Gift Wavier Form

Attachment G5: Donation Form

Attachment G6: Donation Recommendations

Exhibits, Displays, and Bulletin Boards

- The Library's need for exhibit space takes precedence over the public's request to use such areas.
- Permission to use exhibit space is at the discretion of the Library Director and may be made available to organizations engaged in educational, cultural, intellectual or charitable activities on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- Permission may be denied to, or revoked for any exhibit whose purpose is personal, commercial and/or has the potential to cause, or causes, substantial disruptions or material interference with the functions of the library or is not in compliance with the Library Exhibit Policy.
- Permission to exhibit materials does not imply Library sponsorship, endorsement of content or responsibility for representation of all points of view. All proposed exhibits must be consistent with the requirements. The exhibitor accepts full responsibility for his/her/their exhibit including but not limited to content and/or accuracy of any statements or representations made in such materials.
- Permission to use exhibit space is conditional upon user agreement to save, hold harmless, and indemnify East Lake Community Library, Palm Harbor Community Services Agency, Pinellas County, and all employees or volunteers of listed organizations from any claims, law suits, or judgments arising from loss, damage to property, injury to persons from or during their exhibit, and/or their exhibit material(s) or any part thereof. A signed "Exhibit Release" form is required.
- A completed and signed "Exhibit Request" form is required for consideration of a request to exhibit. The "Exhibit Request" must include the exhibit title, location requested, begin and end dates name, address and telephone numbers and signature of the contact person in charge of the proposed exhibit. (must be consistent with application form)
- All measures necessary to insure installation and removal of exhibits are the physical and financial responsibility of the exhibitor including but not limited to, shipping, packaging, storage, signage, labels, framing, installation and removal and equipment /supplies needed for same.
- Exhibitors agree to be responsible for and to pay for any and all damages to library property including exhibits, display/exhibit spaces, walls, floors, grounds and furniture resulting from the installation or removal of an exhibit and that any damage or loss thereto occasioned by fire, theft, or in any manner, to the exhibit, shall be sustained by the exhibitor.
- Installation and removal of exhibits must be accomplished during library open hours and in such a manner that causes the least possible disruption or material interference with library business. Exhibit items may not be unpacked or repackaged within the library proper. Hanging order and/or arrangement is to be arranged prior to installation by the exhibitor. Items for hanging may be leaned against elevator core walls in preparation for hanging, but may not be spread out on the floor, leaned against book shelves, service desks or be placed in such a way so as to interfere with normal traffic flow. Any children accompanying individuals involved in

installation/removal of an exhibit must be directly supervised by an adult not involved with the installation/removal of the exhibit.

- Exhibit photos, artworks etc., must be framed, mounted or packaged and displayed in a safe and attractive manner. No heavy items may be placed over entrance, exit or elevator doors. Any electrical connections are to be hidden from public view as far as possible and may not be placed so as to cause or create a safety hazard.
- Labels, posters and or signs, used to identify items or the exhibit, must be clear and legible, preferably accomplished by computer or neat calligraphy. Each exhibit must contain an informative explanation to assist the general public in discerning subject material or purpose of the exhibit. This information may be provided by explanatory labels on individual items, in poster or sign form or be contained within the exhibit itself. Exhibitors are encouraged to provide a contact phone number as part of the exhibit on label, posters or signage for members of the general public who may wish more information about the exhibit. Events associated with the exhibit or items in the exhibit that may be for sale may not be advertised with the exhibit. Exhibits that include informational brochures pertaining to the exhibit are acceptable. In addition the Library encourages the use of bibliographies and books relating to the subject matter of the exhibit as part of the exhibit.
- When space allows the Library will include the exhibit title and description information from the “Exhibit Request” form in the Library Calenadar as a means of notifying the public of the exhibit.
- Video taping, cameras setup on tripods, television filming or interviewing arranged or accomplished by the exhibitor is not allowed within the library proper without the express advance written permission of the Library Director.
- Arrangement must be made in advance, with the library display coordinator, for exhibit(s) and/or items that are too large to be hand carried into the library, to be brought into the library through shipping and receiving during normal shipping and receiving hours. No exhibit item or packaging may be stored in any area of the library pre, post or during an exhibit. No exhibit, items or material used in installation may be shipped directly to the library.

- Time apportionment will be based upon demand for the space and the staffing needs of the Library. A suggested standard length of time for a given display is four weeks, but that time may vary. Priority is determined on a first come, first served basis.
- The Library will not censor or remove an exhibition because some members of the community may disagree with its content. Those who object to the content of any exhibition should submit their own proposal for a countering exhibition. If an issue is particularly controversial, the Library Director may wish to divide the exhibition space in an impartial manner and in such a way to present all viewpoints.
- A notice may be placed near the exhibition space stating that the Library does not advocate or endorse the viewpoints of the exhibition or exhibitor.

In case of a cancellation of a scheduled month-long exhibit, the library reserves the right to arrange for any artist to display at that time.

Priorities

Where space limitations pose a problem, the Director is free to assign the following priorities for display of posters and free literature:

- Official Pinellas County publications
- School District publications and posters
- Official state or U.S. government publications
- Community-based non-profit, non-partisan, non-Sectarian organizations
- Other area public library literature and posters
- Other area non-profit organizations of a cultural nature
- Other area non-profit organizations of a non-partisan, non-Sectarian nature
- All other organizations and individuals

Criteria for Exhibits

1. Exhibits should relate to the mission of the library.
2. The exhibit case may be used by not-for-profit community groups.
3. The exhibit case may be used for one month.
4. Exhibits should be aesthetically pleasing.
5. Exhibits shall display materials relevant to the organization.
6. Exhibits may not promote individual business or commercial ventures.

Procedures

- Complete the “Exhibit Request” and “Exhibit Release” form and return it to the administrative staff.
- The administrative staff will review exhibit requests.
- Potential exhibitors may be asked to provide samples or photographs of materials to be included in the display.
- It is the responsibility of the exhibitor to install and dismantle the display, under library staff supervision. Exhibitors will be responsible for any damage to the exhibit case caused during installation or dismantling of their display.
- The library is not responsible for damage to or loss of any items displayed by an exhibitor. Exhibitors will sign form acknowledging their own responsibility for their materials while on display at the library. (We suggest that you do not include valuable items in your display.)
- The administrative staff will review exhibit applications based on the above criteria.
- The exhibit schedule may be altered by the library to accommodate exhibits related to special library events or activities.
- Display Case Dimensions: approximately 25”w x 72”h with 3 glass shelves

Pamphlets, Browsing Shelves, and Bulletin Boards

As part of its public service and information mission, East Lake Community Library makes available a browsing shelf for handouts, display and exhibit areas, and bulletin boards. The use of these areas is intended to increase public awareness of the range of information available in the library collection and to make available information created by and of interest to the local community. When space is limited, preference is given to East Lake and Pinellas County organizations.

- Displays, exhibits, handouts, and materials posted on bulletin boards are covered by the intellectual freedom policies of the Library. Materials displayed or distributed in public forum areas may advocate a position, but the display and distribution do not constitute endorsement of the materials' content by the Library or Pinellas County.
- Materials approved for the public forum areas will be stamped with the date of posting
- Items may be rejected for lack of space
- A disclaimer will be displayed in all public forum areas stating that the availability of handouts does not imply endorsement of the organization or its views by the Library or Pinellas County
- Political campaign materials will not be accepted for display or distribution
- The Library reserves the right to establish and amend further policies for public forum areas.

Pamphlets, Posters, and Flyers

The distribution of leaflets, cards or other printed materials, whether political, religious or business, is not allowed in public library facilities unless it is to supplement a program being presented. Distribution of printed materials in the public library to library users and staff is disruptive to the operations of the library and its use by the public.

The library is a public forum for ideas and information. Access to ideas and information is fundamental to our social, political and cultural heritage. In order to carry out this purpose, the library adopted the following policy concerning the display of information on posters, pamphlets and flyers:

- Public posters, pamphlets and flyers will be displayed as space permits on a first-come, first-served basis on library bulletin boards or spaces set aside for this purpose.
- Materials submitted cannot exceed 16" by 20" except by special permission of the community relations coordinator.
- Only one item will be posted per event or function.
- Any materials submitted that (a) would tend to incite or produce imminent lawless action, (b) are obscene, (c) are obviously false or contain misleading information, (d) are defamatory, (e) or are purely commercial advertising will not be posted.
- Designated staff or volunteers will remove materials as they become outdated and will remove items that have been posted for an excessive amount of time. The Library cannot be responsible for their return.
- Any questions regarding this policy should be referred to the community relations coordinator. Final authority rests with the director.

Browsing Shelves

The Library reserves the right to limit quantities of materials accepted for handout. Items may be refused because of their size if at the time there is no available space for them.
All materials on the browsing shelf are the responsibility of the organization or group providing the material.
Handouts of for-profit groups, companies or organizations and handouts of an individual are generally not accepted. Possible exceptions might include community newspapers produced by for-profit organizations but distributed free of charge.
Materials that have been on the browsing shelf for more than four weeks may be removed to make room for newly submitted materials.

Political Activity

The library serves as an information resource for the entire community and seeks to make information available to all area residents on a wide variety of political issues and candidates. However, in order to avoid the appearance of an endorsement by the library of any candidate for office or issue appearing on the ballot, the following policy with respect to political activity on library premises has been adopted.

- Written publications of a non-partisan nature concerning campaign issues will be made available to the public when made available to the library for distribution.
- Public presentations by candidates for office or supporters of ballot issues are permitted and encouraged in the library's meeting room if they are sponsored by a nonpartisan organization and all candidates or sides of an issue are invited to participate.
- Public presentations by individual candidates or supporters or opponents of a ballot issue will not be held on the premises.
- The library's facilities may not be used as a campaign headquarters or meeting site for campaign committees.
- As paid representatives of the library, it is understood that East Lake Community Library staff members have an obligation to maintain the political neutrality of the organization, and as a consequence will refrain from any active or passive campaign activities while on library premises.

Exhibits Attachment List

Attachment E1: Exhibit Release Form

Attachment E2: Exhibit Request Form

Meeting Room Reservation Policy

The East Lake Community Library will allow non-profit [community] groups to use the library space to further the library's mission through enriching lives and encouraging self-education. For profit business or organizations any any group holding a private business meeting (whether profit or non-profit), will be charged a fee of $50 per hour for use of the meeting room. All sponsored library events will have priority for meeting room space.

All programs or meetings held at the library must be held during library hours and be open to the general public. Any meeting after library hours for either profit or non-profits will be charged a staff coverage fee of $75 per hour. Rooms will be booked only to adults (21 yrs +). Youth groups may use the rooms if a responsible adult is present at all times. All meetings must be approved in advance.

The library does not assume any liability for injury or damage to personal property, which occurs as a result of the actions of the sponsors or participants while using the meeting space. The user will assume sole responsibility for replacing or reimbursing to the Library any damaged or lost Library property or furnishings. The meeting room is equipped with a projector, screen and sound system. Other equipment needed is the responsibility of the user. Any set-up or special arrangements shall be approved in advance.

Groups using the library facilities are responsible for cleaning up after themselves. Refreshments may be served although any spills or damage to the meeting area is the responsibility of the group.
The meeting room must be left in the same condition as it was found. Smoking, drugs, and alcoholic beverages are not permitted.

- Any announcements or notices to publicize an activity is the sole responsibility of the organization utilizing the space.
- Programs or meetings may not disturb the use of the library for other patrons.
- The library staff is not responsible for the supervision of children while adults are attending meetings.
- Meetings may not be used for partisan political activities, except for events such as candidates' nights, when all candidates are invited by the library or independent civic organizations.

Disclaimers

In allowing a group to use a meeting area or room, the Advisory Board and library staff do not imply any endorsement of the group's beliefs, policies, program or ideas expressed by organizations or individuals using the space.
Permission to use Library meeting space may be withheld from groups failing to comply with the Meeting Room Policy and from any group that damages the room, carpet, equipment, or furniture, or causes a disturbance.
Groups may identify the library and provide its address in their publicity for the meeting, but may not give out the library's telphone number or invite potential attendees to contact the library.

Please sign the attached Meeting Room Reservation form and return to the Library no less than 15 days before your scheduled use of the room. Full fees must be paid at the time of application and are refundable only up to 72 hours prior to the scheduled meeting.

Meeting Room Reservation Form

Please read the Meeting Room Policy before completing this form.

Date: _____ Name of Organization: _____

☐ Non-Profit ☐ For-Profit

Name of Contact Person: _____

Position in Organization: _____

Address: _____ Phone: _____

Program Information:
Date(s): _____

Hours: _____

Type of Activity: _____

Expected Attendance: Adults _____ Teens _____ Children_____

Will refreshments be served?

_____

Equipment Request: _____ Room Fee (If applicable): $_____
Note: Maximum Occupancy is 137 persons.

We have read and agree to abide by the East Lake Community Library's policies regarding the use of meeting space. We also agree to defend and hold harmless the East Lake Community Library, the Palm Harbor Community Services Agency, Inc. and Pinellas County, its officials and employees thereof from any and all damages and claims arising out of or resulting from the meeting room use.
Signature of Applicant: _____

Please PRINT Full Name: _____

Date: _____ Title: _____

Library Approval: _____ Date: _____

(For more information, please contact Rhonda at 727-773-2665 or email at rhonda_elcl@hotmail.com)

Advisory Board

The East Lake Community Library Advisory Board is to advise the Library Director, Palm Harbor Community Servics Agency and the Pinellas County Board of County Commissioners on matters relating to the library, in order that the library is well managed in a manner consistent with the law and policies, and to advise library administration on the development of library policies.

Members should have an interest in the development and improvement of cost efficiency and equality of community library services. Prior or current community service is desirable.

Role of the Library Director

The Library Director is the executive director of the policies adopted by the Board. Among the duties and responsibilities of the Library Director are to:

- Select all library materials
- Maintain and operate the physical plant
- Prepare the annual budget proposal
- Oversee the expenditures of the budget
- Recruit, train, assign, and dismiss members of the Library staff
- Oversee the staff training program
- Recommend improvements in staffing, organization, salaries and benefits to the Advisory Board
- Guide the board with professional expertise
- Work with the Advisory Board, as well as other groups, to promote the library
- Inform the Advisory Board continually and completely regarding the finances, public services, physical plan, personnel, collection, and other developments, changes and problems of the library
- Attend all meetings of the Board except
    - Those where the professional competency of the Library Director and the Library Director's salary are to be discussed in accordance with applicable Sunshine laws.
    - Those held when the Library Director is physically unable to attend due to illness or injury
    - Those where the Advisory Board has granted special leave
- Assume the responsibility for the monthly and annual reports of library services and activities
- Attend meetings, workshops, seminars, and conferences of organizations appropriate to the library and management fields
- Stay informed of library trends through professional reading
- Acquire an awareness of public library standards and library trends
- Become informed about state and national library laws and actively supporting state and national library legislation which would improve and extend library service

- Support intellectual freedom and the right to access in the public library

Role of the Advisory Board

The Advisory Board is appointed by the library's governing body to serve as a liaison between the library and its citizens. The board advises the library director and the governing body in matters related to the library and its services, and promotes the library and its programs.

The Advisory Board's duties and responsibilities are to:

- Attend board meetings
- Act in an advisory capacity to the Library Director and the governing body in matters that pertain to the library
- Receive suggestions and recommendations from citizens relating to library service
- Refer complaints, compliments, and suggestions to the Library Director for appropriate action
- Knowledge of library organization and functions
- Knowledge of the collection, the staff, and the activities of the library in order to communicate knowledgeably with citizens and with elected officials
- Recognize that the library director and others on the staff are professionals in the field of librarianship and respecting their expertise
- Establish policies, practices, and procedures and give general direction to the affairs of the library
- Has 'oversight' responsibiliy responsibility and accountability for all operational matters of the unit
- Develop and recommend a long range strategic plan
- Enhance the library's overall public image
- Establish and implement annual goals and objectives
- Ensure all legal and fiduciary responsibilities for the library
- Ensure adequate resources for present and future needs
- Establish and recommend annual operations, budget, and insurance plan for PHCSA approval
- Approve the annual salary schedule, including adjustments for excellence
- Establish and conduct annual performance goals and procedures for its library director and make recommendation to PHCSA for action

Board Appointments

Seven (7) to nine (9) members, two (2) appointed by the Pinellas County Board of County Commissioners. The remaining members will represent the following groups:

- Volunteers (1)
- Business (1)

- Education (1)
- Friends of East Lake Community Library (1)
- Community (1)
- At large (0-2)

Terms are for two (2) years, limited to two consecutive terms.

Meetings

The agenda should be prepared jointly by the board chair and the library director. It lists the topics to be discussed and the order of discussion. The agenda must contain the name of the board holding the meeting, the address of the meeting, and the date and time the meeting is to be held. The meeting must be properly notcied at least seven (7) days prior to the meeting date in a newspaper circulated in Pinellas County.

The regular meetings of the Board are held monthly. The chairman may reschedule monthly meetings for lack of a quorum or other conflict. Proper notice will be provided.

A majority of all members of the Board to-wit shall constitute a quorum for the transaction of business. Special meetings may be called by the chairman at any time. A special meeting shall be called at any time by the secretary-treasurer upon the written request of three members of the board. In the absence of the chairman at any regular or special meeting, the members present shall choose one of their numbers to preside as the acting chairman, preferably the vice-chairman. In the absence of the secretary-treasurer, the members present shall choose an acting secretary-treasurer. A board member unable to attend the meeting may designate another member who is present to cast his/her vote by proxy.