

Harrison Memorial Library

Policy Manual

Revised 2019

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Bulletin Board Policy

The library provides **one Community Information bulletin board in the Main Library and one in the Park Branch Youth Services Department** for the posting of local publications of community interest. There are two additional bulletin boards located in the Main Library: one reserved for the exclusive use of the City of Carmel-by-the-Sea and one reserved for the posting of library policies.

The library supplies these spaces in order to make cultural, educational, historical and recreational notices available to the public. Library bulletin boards are not available for personal, commercial, political, religious or profit-making purposes; only nonprofit organization information will be accepted.

- Items to be posted will be collected at the Main Library and Youth Services circulation desks.
- All materials for the bulletin board must be stamped and dated by a library staff member. Anything that is not stamped and dated will be removed.
- Due to space restrictions, no item larger than 12" x 16" can be posted. Smaller posters and flyers are accepted and encouraged.
- With the exception of ongoing programs which benefit the community or library,
- items may be left on the bulletin board until the event has been completed, or for no more than two weeks (whichever comes first).
- Only one copy of each item will be posted.
- Information will be displayed on the bulletin boards in the following priority order:
 - 1) Library events and notices
 - 2) Carmel Public Library Foundation and / or Friends of Harrison Memorial Library events and notices
 - 3) Events and notices from educational, cultural, historical or recreational nonprofit organizations.

The posting of information on the Community Bulletin Board does not imply that the library endorses any particular cause or activity. The library reserves the right to remove any posted item.

Cash Handling & Money Receipting Policy

Petty Cash and Receipts Of Money

The handling, recording and processing of petty cash, the receipting of money and the handling of cash for change at the Library conforms to City of Carmel-by-the-Sea Policy No. C89-26.

Authorized Personnel

The Library Director will designate staff authorized to handle, receipt or deposit money and provide current information, including name and position of authorized personnel, to the Administrative Services department as changes occur or at the start of each fiscal year.

Handling Of Cash And Checks

Only authorized staff members shall handle, receipt or deposit money. The Library will maintain a cash drawer at the circulation desk in the Main Library building and in the Park Branch to collect library operations revenue. Each cash drawer shall be locked in the fireproof safe unit in the Main Library and Park Branch at the end of the business day. At no time shall money be left unattended by personnel authorized to handle library cash receipts.

Security

The library shall maintain a fireproof safe in each building. Each library facility shall have a security alarm system.

Receipts and Deposit Transfers

The cash drawer receipts at both the Main Library building and the Park Branch shall be reconciled by the authorized personnel on Friday mornings and returned to starting cash balance of \$130 and \$100 respectively. Cash and receipts in excess of starting cash will be transported to the Park Branch administrative office. Authorized personnel shall deposit library revenues to the library bank of record every week on Friday.

Return of Funds

Circulation desk staff are authorized to refund money collected for lost library materials, if the materials are subsequently found and returned to the library.

Ratification by Library Board of Trustees

The Library Board shall ratify a monthly financial statement prepared by an independent CPA firm, including a register of the month's payments, at their regular meeting.

Investment of Funds

Library reserve funds shall be invested in the California State Local Agency Investment Fund (LAIF), as approved by the Harrison Memorial Library Board of Trustees October 31, 1986. Authorized personnel shall transfer funds between the LAIF account and library Bank of Record checking accounts to fund library operations.

Procedure: Circulation Cash Drawer Funds

The Main Library building circulation desk cash drawer fund shall be \$130.00; the Park Branch Circulation desk cash drawer fund shall be \$100.00.

These funds are maintained for processing cash library transactions, including the following:

- making change for payment of late materials charges and payment for lost materials
- issuing refunds for materials which are found and returned
- funding petty cash transactions of \$20 or less for the purchase of newspapers which are not delivered, postage stamps, storytime craft supplies, or other small miscellaneous operating expenses.

These Funds Should be Handled as Follows:

- The funds are kept in a cash drawer at the circulation desk in each building where materials are checked out. A staff person is always at the circulation station during business hours.
- Monies are handled by authorized personnel only.
- The cash is reconciled on Friday at both the Main Library Building and at Park Branch. The procedure is a two person check. Cash deposits are made weekly on Friday.
- Funds will be subject to audit, at which time the established balance will be verified through cash and receipts.
- No personal checks are to be cashed or personal change made.

The policies are maintained by employer, department, City and audit security.

Collection Development Policy

Introduction

The Harrison Memorial Library Collection Development Policy provides a framework for the growth and development of collections in support of the Library's mission to provide "collections, resources and programs that support the public's educational, informational and recreational pursuits and technology needs."

It is the Library's goal to provide the community with library materials that reflect a wide range of views, expressions, opinions and interests. Specific acquisitions may include items that may be unorthodox or unpopular with the majority or controversial in nature. The Library's acquisition of these items does not constitute endorsement of their content but rather makes available its expression.

The Library provides free access to materials in a number of formats (print, media and electronic) to all patrons. Library users make their own choices as to what they will use based on individual interests and concerns. Harrison Memorial Library supports the right of each family to decide which items are appropriate for use by their children. Responsibility for a child's use of library materials lies with his or her parent or guardian. Harrison Memorial Library adheres to the principles of intellectual freedom, adopted by the American Library Association, as expressed in the Library Bill of Rights and the Freedom to Read and Freedom to View documents.

This policy applies to all library materials with the exception of Local History Department Collections for which there is a separate Collection Development Policy.

Collection

Harrison Memorial Library's collection of books and other media provides a wide range of literary, cultural, educational, informational, and recreational materials for people of all ages. Collections include popular and in-demand materials as well as special formats, such as large print books, foreign language materials, test and study guides, financial, tax and business information, company and telephone directories, school and career information, consumer, health and medical information.

The variety of formats includes:

- Print: books, documents, magazines, and newspapers
- Audiovisual Media: videos on DVD and books on CD and digital audio player
- Electronic Media: databases, software, electronic books, downloadable audio books, videos and music.

Criteria For Selection

The Harrison Memorial Library purchases, within budget limitations, the best material available to fulfill the stated objectives of the library. An item need not meet all of the criteria in order to be acceptable. Criteria for selection may include:

- public demand, interest or need
- contemporary significance or popular interest
- attention of critics and reviewers
- prominence, authority and/or competence of author, creator or publisher
- timeliness of material
- relation to existing collections
- statement of challenging, original, or alternative point of view
- accessibility for multiple users of electronic formats
- authenticity for multiple users of electronic formats

In most cases, the library will not purchase self-published materials that are not reviewed in established review journals. Exceptions may be made for self-published materials of local interest that meet the selection guidelines.

Responsibility for Selection

Responsibility for the initial selection of library resources rests with the Library's professional staff, based on the criteria cited above, as well as on the basis of book reviews, bibliographies, subject lists, catalogs, etc. Designated staff are responsible for specific areas of the collection, under the overall direction of the Library Director.

Suggestions for Additions to the Collection

To assure the acquisitions of resources desired by Library users, customer suggestions are always considered for their addition to the collection. Patrons can request that specific items be purchased by filling out a Recommendation for Purchase form through their Library Account or at either the Main Library or Park Branch Library.

Gifts

The Harrison Memorial Library encourages donations of money be made to the Carmel Public Library Foundation and donations of materials be made to the Friends of the Harrison Memorial Library (see Donation of Books and Other Materials Policy). Gifts of archival materials are accepted according to the Local History Department's Collection Development Policy. The library cannot appraise the value of gift materials for income tax purposes.

The library welcomes donations of money to purchase books in memory of an individual. Donors of the funds may suggest subjects or titles to be acquired with their donation, but the library reserves the right of final decision. Bookplates may be placed in these books designating their memorial status.

Collection Maintenance, Replacement, and Weeding

Professional library staff regularly review items in the collection to ensure that they continue to meet patrons' needs. Materials that are worn, obsolete, unused, old editions or unnecessarily duplicated are removed. It is the responsibility of professional staff to assess the need for replacing materials that are damaged, destroyed or lost. Items are not automatically replaced. Decisions are based on need, demand and budget.

Request for Reconsideration of Materials

The Library welcomes citizen's expressions of opinion concerning materials purchased. Requests to remove materials will be considered within the context of the policies set forth in this document and the Local History Department Collection Development Policy. Anyone who wishes to request that a specific item be reconsidered for inclusion in the collection of materials is asked to complete and sign the Request for Reconsideration form available at either the Main Library or Park Branch Library. The questioned material will be reviewed in its entirety by the Library Director and one professional staff member, and once a decision has been made regarding the retention or removal of the material, a letter will be sent to the person, explaining the decision. If the person indicates dissatisfaction with the resolution, he/she may appeal to the Library Board. The Board will reconsider the decision based on whether or not the particular title conforms to the Board-approved Collection Development Policy, as outlined in the "Criteria for Selection" above.

Confidentiality of Library Patron Records Policy

The Harrison Memorial Library is committed to user privacy, and will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by the law. Protecting library user privacy and maintaining the confidentiality of information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of public libraries.

California has some of the nation's strongest protections for library patron records and privacy. Known as the California Public Records Act, and found under the California Government Code, Title 1, Division 7, Sections 6254 (j) and 6267 (a), (b), and (c) refer specifically to registration and circulation records.

General Policy

- 1) The Library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal, state, and local law, including the California Public Records Act and the USA PATRIOT Act.
- 2) Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.
- 3) Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.
- 4) The Library does not collect personal information about a library user when a user visits the Library's website or registers for a program.
- 5) Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary user surveys.
- 6) To receive a library card, library users are required to provide identifying information such as name and physical/ mailing address. This identifying information is retained as long as the library user has a library card.
- 7) A library user's library record includes current identifying information, items currently checked out, items on hold or requested, as well as overdue materials and any fees.
- 8) The Library does not maintain a history of items that a library user has previously checked out when books and materials have been returned on time.
- 9) When fees accrue on a library user's account, the Library does maintain records of items that have been borrowed but returned after the due date, and a history of fees paid by a user.
- 10) Notes may be added to a library user's account as a means of identifying and documenting discussions staff have had with a user.
- 11) The Library's online system offers library user activated features, such as saved searches and reading history. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for

library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their saved searches and reading history at any time.

- 12) Any future enhancements developed by the software vendors for the Library's online system that may impact user confidentiality will not be activated by the Library.
- 13) The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email, or online) confidentially.
- 14) Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements.

Patron Access to Circulation Information

In accordance with California State Law (Government Code Section 6267) the Library does not disclose circulation or registration records to anyone other than the individual to whom the records pertain, except under the code's stated conditions. It is the responsibility of all library employees to keep your library record confidential and to protect your record from unauthorized access. To accomplish this we must verify your identity with your library card or a valid picture ID before any information can be given out.

Access to Circulation Information for a Child or Teen

The Library treats all patron registration records and all library circulation records as confidential in accordance with California State Law (Government Code Section 6267).

- 1) Children Age 14 and Under:
 - a) The Library requires a parent or legal guardian to authorize a child 14 and under to obtain a library card by signing the child's library card application.
 - b) The Library will disclose a child's current circulation records to:
 - i) A parent or legal guardian, who present valid identification, and is identified on the child's account, or
 - ii) Someone who presents the child's card at the time of the request
- 2) Patrons over the age of 14 are able to apply for and receive library cards without a signature if they meet the library's identification requirements. If your child is age 14 or over, then the Library cannot disclose your child's circulation records without your child being present and giving permission to library staff.

As a library patron, you may authorize other people to know what you have checked out or to pick-up library holds for you. However, you must provide a signed note specifically allowing that person to have access to your library records.

Law Enforcement Access

Library records will not be made available to any agency of the federal, state, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT): Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications, and prohibits libraries and librarians from informing library users of monitoring or information requests.

Donation Of Books And Other Materials Policy

Donations of books and other materials benefit the library and are greatly appreciated. The Friends of the Harrison Memorial Library (FOHML) accepts donations of books and materials in good condition on behalf of the Harrison Memorial Library. Books and materials donated to the FOHML are sold to generate funds for Library programming and for the purchase of new library materials.

The FOHML accept the following types of books and media in good condition:

- Fiction and non-fiction of all types
- Collectibles - first editions, signed, rare and antiquarian books
- Picture books for infants and toddlers
- Books for children and young adults
- DVDs and CDs (music and audiobooks)

The FOHML cannot accept the following materials, or materials in poor condition (please recycle or dispose of):

- Vinyl records, music cassettes, VHS tapes or computer software
- Magazines or maps or yearbooks
- Reader's Digest Condensed Books
- Encyclopedias, textbooks or computer manuals older than 3 years
- Damaged, dirty, smelly or stained items
- Materials with excessive notes or highlighting
- Scratched or worn media

Materials donated to the FOHML must be unconditional and are non-returnable. The FOHML accept donations of materials at the Friends Book Room at Sunset Center (San Carlos and 10th).

Donations may not be placed in the Library book drops or left unattended on Library property. However, from time to time donations are made directly to the library by those unaware of this policy. Because of limitations of space, the library reserves the right to accept or discard, at its discretion, any materials donated directly to the Library.

Fine Free Policy

Introduction

The library's goal is to make sure our patrons can enjoy all the books and services the library has to offer. Overdue fines can prevent some patrons, especially children, from checking out books and other materials from the library. The library wants to unblock accounts, encourage patrons to bring items back, and reduce barriers to access.

Notifications

Patrons are still responsible for returning items on time as a courtesy to other patrons. In order to help patrons return materials on time the library will send notices to patrons regarding check-out materials including upcoming due dates, overdue notifications, and bills for never-returned items.

Borrowing Privileges

Library cardholders may check out items for up to 21 days (3 weeks) and have the opportunity to renew each item up to two times. Certain items are not eligible for renewal, including some items borrowed through Inter-Library Loan and items with outstanding holds requests from other patrons. Any materials not returned or renewed by the end of their borrowing period are considered overdue.

After 35 days overdue, the privilege of borrowing further physical materials (books, DVDs, audiobooks, playaways) will be suspended. In addition overdue item(s) will be considered lost and the patron will be billed the replacement cost. If the item(s) are returned undamaged, all related fees shall be removed from the account and borrowing privileges will be reinstated. If the item is not returned or is returned damaged the patron will be responsible for the monetary cost for the item.

Charges for never-returned or damaged items will be calculated at list price.

Should it become necessary staff may place limits on the number of items that can be checked out per patron.

Exclusions

This policy does not apply to fees for library services and products such as replacement library cards, copying, printing, or replacement costs for lost or damaged materials.

Henry Meade Williams Local History Department

Access and Use Policy

The Library reserves the right to manage access to and use of all materials within the Local History Collection, subject to the terms defined by this policy.

Access

Materials in the Henry Meade Williams Local History Department at the Harrison Memorial Library are housed in a secure, climate controlled vault, which is kept locked at all times. The Local History Department is open only during posted hours and by appointment with the Local History librarian. All collections are stored in areas that are off-limits to all but qualified staff¹. This “closed stacks” policy ensures the security and integrity of the collections. All materials in the department are non-circulating and may not be taken from the department.

Staff must be present and assisting the public through all phases of research and viewing of the collections. Staff will retrieve and open all storage containers and limit the number of items brought out of the vault as she/he deems necessary.

Access to materials may be restricted by condition of gift or deposit; because of their physical condition; or for other reasons. Manuscript material is unique and irreplaceable, and no use may be made of it that might jeopardize its preservation.

Certain parts of the Local History collection are so valuable and/or fragile that these collections may only be viewed by appointment, at a time when the department is not open to the public and with staff in attendance. These collections are: the Tolfree autograph collection, and any materials that are a part of the City of Carmel-by-the-Sea Art Collection, such as the Edward Weston photographs, Morley Baer photographs, Ella Harrison Art Collection, etc.

Physical Protection of Materials

Readers are responsible for safeguarding all materials made available for use. Eating and drinking are not permitted. Only approved writing materials (pencils or personal computers) may be used for taking notes while using material from the collection.

Materials may not be leaned on, written on, folded, traced, or handled in any way likely to damage them. Readers must keep papers in their folders, maintaining the order in which they are arranged and handling them as little as possible. A staff member should be notified if papers are found to be out of order. A staff member should also be shown any torn or very fragile materials that might be in need of repair. During use, folders must be kept flat on the table. Books must be used on the table, properly supported if necessary. Readers may be asked to wear gloves when handling materials such as photographs and negatives.

**Adopted by Harrison Memorial Library Board of Trustees 22 September 2004. Revised February 2014.
Revised March 2018; June 2019.**

¹ Staff is defined as persons whose place of employment is the Library and who are qualified (based on training and experience, and approved by the Library Director) to work with the collection.

Use, Reproduction, and Copyright

Requests for photocopying and for any reproduction in other formats, including photographic and digital scanning should be made to the Local History Librarian. The copying of any material in the Local History Department is provided and permitted as a research service. Material may be copied when, in the judgment of staff, such copying will not damage the original, does not infringe upon special restrictions imposed by the donor, and is not prevented by U.S. Copyright Law.

Before any reproduction of archival materials, researchers will be asked to sign a Copyright Warning Form detailing the researcher's responsibilities for identifying the copyright status of the materials they wish to reproduce. The form will expire one year from the date it was signed, at which point the researcher will be asked to review the form and renew their signature.

NOTICE: WARNING CONCERNING COPYRIGHT RESTRICTIONS : The copyright law of the United States (Title 17, USC) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, archives and libraries are authorized to furnish a photocopy or reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment would involve violation of copyright law.

- **Photocopying** – Photocopies are made only for the private use, scholarship, or research purposes of the individual requesting them. Archival materials are photocopied and reproduced only by Local History staff. Photocopy fees will be charged.
- **Digital scanning** – Digital scans are made only for the private use, scholarship, or research purposes of the individual requesting them. Patrons may use the book scanner to produce digital reference copies of archival materials, with the assistance and permission of Local History staff. Patrons may request professional quality scans of archival materials.
- **Basic camera copying** – Simple photographic copies of archival materials for private use, scholarship, or research purposes, using a cell phone or camera with no other equipment (including tripods, weights, cardboard, etc.) and no lights (including flash) are permitted. Copying under these conditions will not produce professional level copies, but rather reference copies.

In *all* cases, it is the researcher's obligation to determine and satisfy copyright or other use restrictions when publishing or otherwise distributing materials found in the Library's collections. The Library can only claim physical ownership of the material; responsibility for identifying and satisfying copyright holders must be assumed by users wishing to publish this material.

Staff does not sign permission to publish forms, nor will they, because the Library does not grant or deny permission to publish or otherwise distribute material from the Library's collections. The researcher must determine what permissions may be required from the copyright owner or donor.

The Library does not charge permission fees for use of material from the collections.

The nature of historical, archival, and manuscript collections often makes it difficult to determine the exact copyright status of an item. While the Local History Department will try to provide researchers with contact information for the holders of copyright of archival and manuscript holdings, the Local History Department shall not be responsible for any inaccurate information. Staff will not and does not conduct a copyright search for researchers. In such cases it is the researchers' responsibility to attempt to locate the copyright holder prior to publishing. Staff are unable to counsel users in the application of copyright law.

When material photographed from the Library's collections is reproduced in a publication, the Library requests that the collection number, artist or creator, and title of the work be published with credit to the Library and the City of Carmel-by-the-Sea, such as "Henry Meade Williams Local History Department, Harrison Memorial Library, City of Carmel-by-the-Sea" in a caption or credit.

Henry Meade Williams Local History Department Collection Development Policy

The Library reserves the right to manage all materials within the Local History collection, subject to the terms of acquisition and the scope of the Local History collection as defined by this policy.

Purpose and Scope of the Collection

The Henry Meade Williams Local History Department is devoted to acquiring, preserving, and making available historically significant items concerning the history of Carmel-by-the-Sea. These collections include over 6,000 photographs, 2,000 books and letters, diaries, manuscripts, programs, maps, scrapbooks and works of art. Materials within these collections are available to the public.

Acquisition

When acquiring materials for the Henry Meade Williams Local History Department, the Local History Librarian will keep in mind the information, educational, and research needs of the public it serves. Authority for ordering, selecting and acquiring materials rests with the Local History Librarian, in consultation with the Library Director as appropriate.

The Local History Department will not accept donations of materials without legal transfer, deed of gift agreement, or other official acknowledgment. Gifts are acquired based on the criteria established in this policy. The Local History Department will not accept collections that are closed to public access in perpetuity. Materials clearly beyond the scope of the Local History collection's needs cannot be accepted, but may be referred to other institutions. Materials donated to the library become its permanent property and cannot be returned to the donor, their descendants or other family members; the only time an item may be returned to a donor is during the de-accession process, as stated below.

No materials may be loaned to or deposited into the Local History collection unless for a special circumstance benefiting the Library. Materials will be accepted only when they are within the scope of the Local History collection as defined by this policy. All conditions of any loan or deposit must be stipulated in writing and approved by the Library Director.

Policies covering the loan of Harrison Memorial Library Local History materials to other agencies, museums, etc. are described in "Loan Policy for Library Art or Items of Historic Interest."

The collections are intended to serve long-term interest and will be selected on the basis of future as well as current interest and potential. Priority will be given to materials that increase understanding of the history and development of the Carmel area, as defined in "2" below. The following priorities will be used in acquisition:

- 1) Primary and Secondary Sources – Primary source material such as photographs, diaries, correspondence, and manuscript and record collections, documenting the history of the Carmel area is given the highest priority. Secondary sources that supplement, provide background to, or enhance the geographic coverage of the Local History collection are also acquired according to the specific limits and levels below.
- 2) Geographic Limits – Selection of new material is based on the following geographic limits and collection levels. Current holdings that fall outside of these limits may be retained if they support the purpose of the Local History Collection and assist users in understanding materials that are within these limits. Collectively, this area is known as the “Carmel area”, which includes:
 - City of Carmel-by-the-Sea
 - Unincorporated areas of Monterey County that directly surround the city of Carmel.
 - Carmel Valley, Carmel Highlands, Point Lobos, Big Sur, and Pebble Beach.
- 3) Subject Areas – The Local History collection includes materials in all subject areas within the stated geographic limits, with particular emphasis on the social, cultural, political, architectural, economic, literary, and natural history of the City of Carmel and the Carmel area as stated in “2” above.
- 4) Formats – The Local History collection is an integrated collection that acquires documentary material in most formats, including but not limited to monographs, manuscripts, textual records, correspondence, narratives, bound volumes, periodicals, maps, drawings, plans, microforms, photographs, sound recordings, films, videocassettes, DVDs, computer files, pamphlets, prints, and selected memorabilia and ephemera. In most cases, the Library will not accept artifacts because of space and maintenance requirements. Such offers will be referred to more appropriate museums and institutions.

Materials in formats that are not currently accessible in the Local History collection because the required equipment is not available will be acquired only if a plan for providing public access to these materials is developed by the Local History Librarian.

- 5) Clipping and Pamphlet File (The Nixon File) – The clipping file consists of clipped or photocopied articles from various newspapers, reports, histories, and periodicals. This is an on-going collection with items added weekly.
- 6) Languages – The collection consists primarily of works in the English language.
- 7) Fiction, other imaginative literature, and biographies – Works of fiction, poetry, drama, biography, and children’s materials are collected if they are of significant historical value within the scope of the Local History collection as defined by this policy. A work may be of significant historical value if:
 - It provides unique and accurate historical information
 - It documents an important perspective on the Carmel area
 - Its publication had a significant historical impact
 - It is of notable literary or artistic value

- 8) Local Artists and Authors – Works of Carmel area authors, as stated in “2” above, may be collected in the Local History collection at the general interest level. When determining whether or not a title should be added, the following guidelines will be used:
- The author is a resident of the Carmel area
 - The work pertains to the Carmel area
 - The work is of significant merit and enduring value
 - The work would not be more appropriately placed elsewhere in the library’s collection.
- 9) Library and Municipal Records – Library and municipal records will not be transferred to or accepted by the Local History collection until Library or City officials have determined that such records are inactive. Records accepted by the Local History collection must be of significant historical value within the scope of the Local History collection as defined by this policy.
- 10) Local and Regional Government Publications – Documents published by local and regional government agencies may be retained in the Local History collection if they are of historical significance for the City of Carmel. Because of the volume of documents published and space limitations, the following types of documents are generally **not** included:
- Documents that relate primarily to other jurisdictions
 - Documents that are available in other publicly accessible collections in the local area
 - Draft documents when the final versions are available
- 11) Partial Collections – No partial archival collection will be accepted if significant portions of the collection have already been deposited in another institution and a partition of the collection would adversely affect its integrity or research value.

Deaccessioning

The Local History Librarian may periodically deaccession items and materials from the collections following review by the Library Director. This process will keep the collections current and viable, and ensure that all collected items fall within the scope of the Local History Department’s collection priorities.

The following guidelines will be used when evaluating an item for deaccession:

- 1) The material does not fall within the selection criteria of the collection policy.
- 2) The material has little research or informational value.
- 3) The material requires excessive storage space or maintenance effort (which exceeds the material’s value).
- 4) The material is a duplicate of an item not in high demand, and no future demand for the item is predicted.
- 5) The material has deteriorated beyond any real usefulness.

Once an item has been selected for deaccessioning, the Local History Librarian will use one of the following disposal choices, based upon condition of the item, donor information, and professional judgment.

- 1) The material may be offered to a more appropriate institution.
- 2) The material may be returned to the donor when the donor can be located.
- 3) Materials may be sold at a private or public auction (exclusively for deaccessioned duplicates of a discrete item.)
- 4) If none of these options are viable, the materials may be destroyed.

Generally, the Library will find an appropriate alternate repository for materials determined to be outside the scope of the Local History department's collection development policy. Any monies made from the sale of deaccessioned items will be allocated for the care of Local History collections.

Digitization

The Harrison Memorial Library recognizes the importance of digital collections for access to, and preservation of, the Local History Collection. To that end, the Local History Department will digitize items from its collection based on selection criteria within the scope of the Library's resources. The development and management of digital collections involves project management and strategic planning; metadata creation and management; the development and use of systems to create, manage, preserve, and deliver digital content; and the ongoing assessment of digital collections and services. The Local History department will, to the best of its ability, adhere to national and international community-based standards and best practices, including A Framework of Guidance for Building Good Digital Collections (NISO) and the Federal Agencies Digitization Guidelines Initiative (FADGI) for digitizing cultural heritage materials in all digitization work to produce preservation quality digital objects as part of the development of coherent digital collections.

The following criteria are considered when selecting materials for digitization:

- Subject areas in demand, and anticipated to be in demand by the public
- Materials that support exhibitions
- Preservation
- Scan-on-demand and interlibrary loan requests
- Format and physical characteristics
- Unique, rare, or special collections not widely available
- Complement or expand existing digital collections internally or in concert with Library partners or affiliates
- Existing metadata to aid in the organization and description of the object
- Rights and restrictions associated with the object

Homebound Service Policy

The Harrison Memorial Library offers Homebound Services to those patrons who are unable to visit the library but reside in Carmel-by-the Sea and its sphere of influence. "Homebound" is defined as being generally confined to one's residence due to disability, mobility issues, or visual impairment. In most circumstances, if a resident drives a car, he/she would not be considered homebound.

A patron applying for homebound service must first have a Harrison Memorial Library card in good standing. If the patron does not have a library card, the staff member who makes the initial delivery will help the patron to complete a library card application. An Application for Homebound Service will also be filled out during the first homebound service visit.

Patrons who participate in the Homebound Program must agree to allow the library to maintain a reading history log for the sole purpose of avoiding duplication of materials. The reading history log will only be used for internal purposes and will not be shared publicly.

DELIVERY SCHEDULE AND LOAN PERIOD

Deliveries of library materials will be made by library staff once each month. All items are checked out for 30 days. At the time new materials are delivered, all items from the previous delivery will be retrieved and returned to the library. There is no fee for homebound delivery. Overdue fines will not be charged on homebound materials, but the library's standard fee schedule will apply for damaged or lost items. There will be no renewals on items checked out to homebound patrons.

Patrons registered for Homebound Service may call or email the library to request specific titles, or they can request that a librarian select materials based on the patron's reading preferences as specified on the initial Application for Homebound Service form.

A patron may prefer to have library materials selected and delivered by a friend or family member. This may be done provided that they bring the patron's library card with them to check out the items on the Homebound patron's account.

Only materials owned by the Harrison Memorial Library are eligible for home delivery. All formats of materials are eligible for homebound delivery and include the usual limit of 10 DVD items. Each delivery will be limited to 10 items in total.

Patrons requesting Homebound delivery services must provide a safe and appropriate environment for staff members who make deliveries to their homes, and patrons must protect all library materials in their custody. Staff members may choose not to enter a home, to leave a home immediately, and/or to recommend suspension of the service if any of the following conditions exist:

- 1) Pets are not confined (with the exception of service animals trained to assist a disabled person)
- 2) A clear and safe path to the home
- 3) Any person in the home is dressed in revealing attire
- 4) Any person in the home presents threatening behavior
- 5) Any person in the home uses abusive or obscene language, makes obscene gestures, or displays obscene images
- 6) Any person in the home harasses the library's representative
- 7) Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness
- 8) Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated, or damaged while in the custody of the homebound person
- 9) Conditions in the home are unsafe or unsanitary

If a staff member must leave the home, deny service, or wishes to recommend suspension of service due to the occurrence of any of the above, and deems that the home environment for delivery is unsafe or inappropriate, the staff member shall provide the Director of the Harrison Memorial Library with notice of why such action occurred.

The Director shall send written notice to the patron of the reason for and the length of any continuing suspension of service. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next regular board meeting.

Library Rules of Conduct

The Harrison Memorial Library provides materials, services, and programs to the public in facilities that are safe, pleasant and welcoming. To ensure that all people who use and work at the Library can do so in a comfortable and safe environment, and that every patron has the opportunity to enjoy the benefits of the Library, patrons using the Library's facilities or services must comply with the Harrison Memorial Library Rules of Conduct.

Library staff is authorized to enforce the Rules of Conduct. Violation of these rules may result in eviction from the Library and temporary or permanent suspension of library privileges.

The following is prohibited at the Harrison Memorial Library:

- 1) Engaging in activity prohibited by law, including using library computers for illegal or criminal activities.
- 2) Disruptive or unsafe behavior including interfering with library employees in the performance of their duties, or obstructing or intimidating patrons of the library, or entering non-public areas without authorization (California Penal Code Section 602.1(b)).
- 3) Use of loud, abusive, threatening or insulting language.
- 4) Sexual misconduct such as exposure or threatening touching.
- 5) Activities or behavior that may result in injury or harm to any library patron or staff member, including challenging another person to fight or engaging in a fight. Weapons of any kind are prohibited on Library property.
- 6) Patrons with hygiene conditions including, but not limited to, clothing odor, body odor and lice, that interfere with the use and enjoyment of the library by other library patrons or with the functioning of the staff.
- 7) Activities or behavior that may result in damage to library property, including any attempts to damage computer equipment or alter software configurations.
- 8) Consuming smelly, messy, or noisy food or that creates a nuisance or disrupts library use because of odor, garbage, or spills. Non-alcoholic beverages are permitted, but must be in a container with a lid or top. The Library reserves the right to ask anyone to relocate, remove, or dispose of food and drink.
- 9) Smoking or misuse of Library restrooms or water fountains (including bathing, shaving, and washing clothes). Smoking, e-cigarettes or vaping are prohibited in the library or within 20 feet of the library buildings.
- 10) Animals except for service animals as defined by the Americans with Disabilities Act and the Library's Service Animal Policy, and animals that are a part of library programs.
- 11) Petitioning, soliciting, or distributing/selling merchandise without the express permission of the Library Director.

- 12) Excessive noise that cause a disruption, including the use of cell phones, pagers, headphones, and other communication, audio and electronic devices which disturbs other patrons or staff.
- 13) Monopolizing library space, seating, tables, stairways or equipment to the exclusion of other patrons or staff, or obstructing aisles, stairs or doorways with personal belongings.
- 14) Leaving unattended bags or other items inside or outside the library.
- 15) Failing to wear a shirt, top, pants, skirt, or shoes.

In Addition:

Children age 7 and under may not be left unattended in the library and must be accompanied by someone 12 years or older. The Library is not responsible for children who are left unattended in or on the grounds of the Library. If any child under the age of 12 is left unattended when the library closes, staff will notify the Carmel Police Department.

The Library is not responsible for personal items that are lost, stolen or damaged in or on the grounds of the library.

Enforcement:

The above enumerated rules are not intended to be a complete list of violations, but are intended for guidance only. Library staff and/or local law enforcement officers are authorized to expel persons who, advised of the regulations above, fail to comply with them. Such personnel also reserve the right to take appropriate action(s) against any other behavior which can reasonably be deemed to be offensive to library patrons or staff.

The Harrison Memorial Library reserves the right to restrict the use of its facilities or premises to persons who do not abide by the Library's Rules of Conduct. Failure to comply with the Library's established rules and policies could result in expulsion from the Library and revocation of Library privileges for a period of one day to one year, and/or in arrest and prosecution under California Penal Code Section 602.1(b).

Engaging in any of the above behaviors may result in one or more of the following consequences, depending on the severity of the violation:

- Initial warning, given copy of Rules of Conduct Policy
 - Library privileges suspended for one day.
 - Library privileges suspended for seven days.
 - Library privileges suspended for up to one year.
 - Depending on the severity, length of suspension may be determined at the discretion of the Library Director.
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Adopted by the Harrison Memorial Library Board of Trustees February 25, 2009. Revised September 2016.

Appeals Process:

Any person who has been denied access from the library or whose library privileges have been restricted or suspended for a period in excess of one week has the right to have the decision reviewed by the Library Board of Trustees. A signed, dated appeal must be requested in writing within ten days of such suspension and must include the person's name, address, date and time of violation, type of violation, and the person's reason for appealing the decision. A request for an appeal shall be submitted to the Library Director for inclusion on the agenda of the regular Library Board of Trustees meeting held the fourth Wednesday of each month. The decision of the Board of Trustees on the appeal shall be final. The Board of Trustees reserves the right to seek a restraining order from the court to permanently ban any person who continues to violate the Rules of Conduct and/or the law.

Loan Policy for Library Art & Items of Historic Interest

In keeping with the Harrison Memorial Library's goals of collecting, preserving, and providing public access to art or items of historical interest, the Library will consider short-term loans of its art and items of historical interest. Any request to borrow Library-held art or items of historical interest will be reviewed by Library staff following the procedures and criteria listed below. The loan request will then be submitted to the Harrison Memorial Library Board of Trustees for consideration at a Library Board of Trustees Meeting. If the request to borrow is for Library-held art it will need to then go to City Council for final approval.

Loan Procedure

Any group or agency wishing to borrow Library-held art or items of historical interest must submit to the Library Director/Local History Librarian, prior to the proposed exhibit, the Library's "Request to Borrow City of Carmel-by-the-Sea Art or Items of Historic Interest" form.

Loan Criteria

Each loan request will be evaluated based on the following criteria:

- 1) Condition of requested object: Objects requested for loan must be physically capable of withstanding packing, travel, extra handling, and climate change. Any objects not up to this standard will not be approved for loan.
- 2) Type of group requesting the loan: The Library does not loan materials to private individuals or private exhibits.
- 3) Loan period: The Library will consider short-term loans, not to exceed 120 days.
- 4) Exhibit site: Evaluation of the exhibit site will include the following:
 - Environmental factors:
 - The environmental conditions at the proposed exhibit site must equal the environmental conditions under which the art or artifact is currently held at the library.
 - Any art or artifact currently held in the Local History Department's vault, which is climate controlled, must be exhibited in a similar environment. If the proposed exhibit period is less than 30 days, the Library Board may consider a loan of vault items to a non-climate controlled site.
 - Display methods:
 - Techniques used for art and artifact display and hanging must meet current museum and library standards.

- No object may be altered, cleaned, repaired or fumigated without written permission of the Local History Librarian, nor may framing, matting, mounting, or glazing be changed without written permission; nor may objects be examined by scientific methods without written permission.

5) Security

- Objects must be maintained in a fireproof building under 24-hour physical and/or electronic security and protected from unusual temperatures and humidity.
- Library staff may require that the submitted Request to Borrow Harrison Memorial Library Art or Historical Artifacts form be reviewed by the Carmel-by-the-Sea Police Department for security recommendations prior to consideration by the Harrison Memorial Library Board of Trustees.

6) Appraised Value

- To be considered for loan, Library art or historical artifacts should have a recorded, appraised value. The appraisal on record should be current (completed within the last five years).
- If a current appraisal is not available for the requested items, Library staff will schedule an appraisal using the City's list of approved individuals. The group or agency requesting the loan will be charged the appraisal fee. This fee must be paid before the loan is complete.

7) Insurance

- The borrower will carry an all risk "Wall to Wall" insurance policy covering the item at its current appraised value for the duration of the loan period. Proof of insurance in the form of a Certificate of Insurance must be received by the Harrison Memorial Library Board of Trustees before the loan can be finalized.

8) Moving Loaned Items

- Items to be loaned must be moved from the Library and returned to the Library, by a professional, licensed, bonded and insured moving company, or others as approved by the City's Risk Manager.
- All packing and transportation arrangements will be made by the borrower and must be approved by the Local History Librarian. All transportation costs will be paid by the borrower.
- Each work of art or historical artifact must have protective packaging prior to transport. The item must be returned to the Library in the same quality of protective packaging in which it was borrowed. The following costs will be borne by the borrower:
 - If packed commercially, the vendor's charges for material and labor.
 - If packed in-house, the cost of material and additional personnel as needed.

Reproduction, Documentation & Credit

Each object shall be labeled and credited to the Harrison Memorial Library, Carmel, CA. Unless advised by the Library in writing, no reproduction of loaned items is permitted except the creation of photographic copies for catalog and publicity uses related to the stated purpose of the loan. The Library will be furnished with copies of any publication, catalog, or other documentation generated through use of loaned materials.

Photograph and Video Recording Policy

Individual Photography/Video Recording

Persons photographing or video and/or audio recording on library premises have the responsibility for obtaining the necessary releases and permissions from persons who are to be photographed or video recorded, or audio recorded. Taking photographs or video and/or audio recording of a minor, an individual under the age of 18, requires the permission of the minor's parent or guardian. The library undertakes no responsibility for obtaining these releases.

Commercial Photography/Video Recording

The City of Carmel-by-the-Sea does not allow commercial photography or video recording on public property without a permit. The Harrison Memorial Library Board of Trustees has oversight of the use of the library facilities. If the proposed commercial photography or video recording might interfere with provision of Library services, Board of Trustees permission is required.

Library Staff Photography/Video Recording

Staff may take photographs and/or record videos at library events to use in library publicity materials and on the Library's website. The Library reserves the right to document its services and the public's use of the Library. Official representatives of the library may take photographs, video and/or audio record, or use other recording devices within the library and at library-related events and activities for library purposes.

These photographs and recordings may be copied, displayed, published (including on any library web presence), and telecast for such purposes as promotion, publicity, and news to inform the public about the library. This policy extends to photographs and video/audio recordings by library staff at Friends of the Library and Carmel Public Library Foundation events and at library booths and programs at public events in the community.

Individuals who do not want their image recorded must inform the Library staff member who is coordinating the event.

Names of individuals will not be used in Library publicity without consent.

Termination

Photography, video and/or audio recording, or use of other recording devices may not interfere with the provision of library services. Staff will terminate any photography, video and/or audio recording, or any other recording session that appears to compromise public safety or security.

Public Computer Access Policy

The Harrison Memorial Library, in its role as a public provider of information and lifelong learning, makes available a variety of electronic resources, including Internet access. The Internet is a global electronic network that provides a gateway to information of great diversity. Not all Internet sources provide accurate or current information and some may be objectionable to some users. ***The library does not monitor and has no control over the information accessed over the Internet and is not responsible for its content. Users are responsible for the choice of sites that they visit.***

The Harrison Memorial Library supports the democratic principle of the citizen's right to free access to information. The library endorses the [Library Bill of Rights](#), including "[Access to Digital Information, Services, and Networks](#)," as adopted by the American Library Association. ***As with all library materials, parents or legal guardians are responsible for their child's use of the Internet.***

All users of the library's electronic resources must comply with United States Copyright Law and all other applicable laws. The user may not use the library's electronic resources for any illegal activity or place any material on the Internet related to any illegal activity.

User Responsibilities:

- Users of the Library's electronic resources are expected to follow all guidelines and procedures.
- Users are not permitted to install, delete or modify library hardware or software.
- Patrons may bring USB flash drives to store their files, or flash drives may be purchased at the library. Devices must be labeled with the patron's name. If a flash drive is found, staff will put it in our lost and found for 7 days. To claim it the patron must identify the flash drive by their name, or, if the flash drive is not labeled, it must be identified by description, location and date lost. Unclaimed flash drives will be wiped of all data and discarded after 7 days.
- The library does not provide access to file transfer protocol (ftp).
- The user may not use the internet for any illegal activity or place any material on the internet related to an illegal activity.
- Misuse of the library's electronic resources or failure to follow the library's internet policy and guidelines will result in the loss of computer and library use privileges.

Service and Support Animal Guidelines

Statement of Policy

The Harrison Memorial Library has a legal obligation to the public to ensure that library facilities are available without discrimination to all who choose to use it and to ensure that the library environment is a safe one. This policy seeks to define the library's policy on the presence of animals at the library and the rights and responsibilities of both the library and its patrons with regard to the presence of animals at the library.

In accordance with the Americans With Disabilities Act (ADA), service animals are welcomed and permitted in the Harrison Memorial Main Library and Park Branch Library facilities. Only animals that serve as a service animal, as defined below, or animals that are participating in a library event, are allowed in the library.

Definitions

Service Animal: Per the ADA service animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. "Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability." In regards to miniature horses, they generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds. Per the ADA, size and weight can be factors in determining if the Library is able to accommodate this type of service animal.

Support Animal: Sometimes referred to as an assistance animal, comfort animal, therapy animal or companion animal, a support animal is an animal that provides emotional or other support/assistance that alleviates one or more identified symptoms or effects of a person's disability. Unlike a Service Animal, a Support Animal does not necessarily assist a person with a disability with activities of daily living, nor does it accompany a person with a disability at all times.

Guidelines

In order to help maintain a pleasant, productive, and safe environment for all Library users and staff, the following behavioral guidelines for service animals are to be observed:

- Service animals must be in physical proximity with their handler and under handler control at all times.
- Service animals may not be left unattended by their handler at any time.

- Service animals must be on a leash or harness at all times unless the use of a leash or harness interferes with the animal's effective performance of its designated task(s). If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals, or other effective means at all times.
- Service animals must not display disruptive behavior such as barking and growling and must conform to the Library's Rules of Conduct.
- Service animals must be housebroken and their handler is responsible for any upkeep or clean-up of the animal.

If a service animal's behaviors or actions pose an unreasonable or direct threat to the health or safety of others, or do not conform to these guidelines, it may not remain in a Library facility. In accordance with ADA guidelines, non-compliance of guidelines can be grounds for a request to remove a service animal from a Library facility. If the service animal is excluded from a Library facility, the individual with the disability is welcomed to stay and be reasonably accommodated by Library staff.

California does not have a law or program by which an animal certified to be a service animal nor does it require the animal to wear any identifying tag or garment that identifies the animal as a service animal. Although some service animals wear identifying harnesses or special collars, there is no requirement that service animals be so identified.

Library staff is permitted to ask two questions of a patron with an animal to determine if the animal has been trained to provide a specific service to a person with a disability:

- Is the animal a service animal?
- Has the animal been trained to perform a health related or supportive task?

Fraudulently misrepresenting guide, signal or service dogs is a misdemeanor. Any person who knowingly and fraudulently represents himself or herself, through verbal or written notice, to be the owner or trainer of any canine licensed/qualified/identified as a guide, signal, or service dog shall be guilty of a misdemeanor punishable by imprisonment in the county jail not exceeding 6 months, by a fine not exceeding \$1,000, or by both fine and imprisonment. (California Code, Penal Code - PEN § 365.7)