

NEUSE REGIONAL LIBRARY

INFORMATION SERVICES POLICIES #2009-05

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NEUSE REGIONAL LIBRARY

INFORMATION SERVICES POLICY #2009-05

REFERENCE SERVICES POLICY #2009-05.01

I. Reference Service Defined

The Neuse Regional Library Board has adopted the following Reference Services Policy to reinforce their belief that good reference service involves identifying a person's information need and proceeding to fulfill it accurately, efficiently and pleasantly, using the resources available in the library system, and including referral to resources in other libraries or agencies, if necessary. It also includes providing instruction in library use.

II. Reference Department Mission Statement and Goals

The Neuse Regional Library is committed to providing excellent reference service to all patrons, regardless of age, race, sex, disability, social or economic status. The primary goals of the Reference Department will be:

- To assist patrons in the use of reference resources, library materials and in the development of research strategies
 - To provide current, accurate information in a timely manner
 - To provide readers advisory service
 - To provide efficient referral and effective follow through including assistance with interlibrary loan
 - To inform patrons of the availability of purchase suggestions for appropriate materials
 - To treat all reference questions with impartiality and confidentiality
 - To keep the community well informed about the reference services and resources available from the Library
- A. Reference services will be provided at all times that the Library is open.
- B. The service desk will be staffed by trained Reference staff in order to provide quality service.
- C. The Neuse Regional Library regards as valid every reference question. All questions will be given equal consideration, and each will be answered as accurately and completely as possible within a reasonable time limit.
- D. Every effort will be made to complete each reference transaction successfully. Patrons with questions too specific for the library's collection and informational resources may be referred to another library or informed of the possibility of interlibrary loan.

III. Reference Department Standards

Answering reference questions will have a higher priority than other staff assignments for Reference staff, especially during times these staff members are assigned to the public service areas.

- A. Service to the public takes precedence over other duties and service to the patron present takes precedence over telephone inquiries.
- B. All information requests are to be handled. If information is available, it is provided to patrons without making a judgment on its moral or aesthetic worth unless the nature of the request is criminal or invasive of another individual's privacy.
- C. The Neuse Regional Library will not answer telephone requests for information from the City Directory or Cross-Reference Directory.
- D. The needs of every library patron will always be taken seriously and treated with respect and confidentiality.
- E. Information staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Reference staff will always cite the source of the answer.
- F. Neither the patron's nor the Reference staff member's personal opinions or beliefs should influence the quality of service provided.
- G. Staff shall not offer their personal opinions on social issues, politics, religion, etc., to patrons.
- H. Telephone reference service should be used for providing short, factual information.

IV. Reference Department Service Priorities

- A. The following services, listed in order of priority, will be provided to patrons:
 - 1. Direct, personal service to library users who come to the Library; patrons are served on a first-come, first-served basis
 - 2. Telephone inquiries
 - 3. Library orientation and bibliographic instruction
 - 4. Email, fax, and mail reference
- B. Simultaneous requests will be managed at the discretion of the Reference staff with regard to urgency, complexity and availability of staff resources.
- C. If the librarian cannot answer a request immediately, he or she will obtain contact information from the patron and see that the patron receives a response within 24 hours.

- D. For those people seeking recommendations for books or other library materials to suit their particular tastes or interests, staff suggests a selection of specific titles as time allows. In addition to relying on their professional knowledge and experience, Reference staff consult print, on-line, and other sources.
- E. Reference staff cannot provide legal, medical, financial, business, tax, appraisal advice or language translations.
- F. Reference staff will provide assistance with minor formatting issues with computer documents when asked by patrons. However, the Reference staff cannot create new computer documents and may be limited in helping with comprehensive document reformatting. Reference staff also cannot provide typing services to patrons.
- G. Reference staff will provide assistance with logging into computers and Internet browsing, but they cannot complete online forms for patrons. Reference staff will not, under any circumstances, log into patrons' secure account information, including but not limited to email, bank, or distance learning accounts.

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INTERLIBRARY LOAN POLICY #2009-05.02

The Neuse Regional Library Board has adopted the following Interlibrary Loan (ILL) Policy to allow registered Neuse Regional Library patrons to borrow books and other library materials through interlibrary loan services from other libraries. Patrons are encouraged to request materials through interlibrary loan when the library is unable to fill a purchase suggestion.

The Neuse Regional Library adheres to the North Carolina Interlibrary Loan Code and the National Interlibrary Code of the American Library Association.

- ILL requests will be made only when the Neuse Regional Library does not own the material.
- The Library does not lend items from its Reference Collection, special collections, items in high demand, or new materials.
- Staff will not process ILL requests for patrons who owe fines or fees.
- The Library cannot guarantee if or when an ILL request will be filled.
- A small non-refundable fee per item plus return postage is charged. All fees are payable upon receipt of the material at the Circulation Desk.
- Any charge from a loaning library will be passed on to the ILL patron.
- If an item is requested but not picked up by a patron, or if an ILL item is not returned by the patron to the Library, the charges from the lending library will be assigned to the patron's library card.
- Renewal requests must be made through the Neuse Regional Library five days in advance of the lending library's due date.
- The Neuse Regional Library will make photocopies from periodicals or reference books for a charge of \$0.15 per page and a minimum total charge of \$1.50.
- Interlibrary loan service is a privilege. Patrons who abuse this privilege by failing to return books on time or by failing to pick up ILL materials may have their privileges suspended.

NEUSE REGIONAL LIBRARY

INFORMATION SERVICES POLICY #2009-05

INTERNET USE POLICY #2009-05.03

I. Introduction

The Neuse Regional Library Board has adopted the following Internet Use Policy to provide access to global sources of information and ideas that may not otherwise be available to library patrons. All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Neuse Regional Library resources and facilities.

In accordance with current state and federal laws, the Library uses a filter that blocks access to some Internet sites. The filter may be disabled by a library staff member, as necessary, for bona fide research or other lawful purpose by patrons who are 18 or older. Federal law prohibits disabling the filter for patrons who are 17 or younger, even if the minor shares a computer with an adult.

Internet users should be aware that filtering software has inherent limitations that prohibit the total and complete blocking of sites that may contain objectionable materials. In addition, the Internet is constantly changing; not all sources provide current, accurate, unbiased, or complete information, and some material may be offensive, disturbing, and/or illegal. The Neuse Regional Library has no control over the information accessed through the Internet and cannot be held responsible for its content. By accessing the library computer network by any means, library patrons agree to the terms of this policy. This policy applies to devices owned by library patrons as well as library owned devices. The Library assumes no responsibility for damage to or loss of data on patron's equipment or storage devices or for the disclosure of personal, private, or otherwise sensitive information through the use of public computers.

II. Rules Governing Use

- A. To use the Internet, a patron must hold a current and valid library card with no fines or overdue materials. Sharing cards is not permitted. Patrons of the little bank Computer Lab at the Headquarters Library and the workstations at the La Grange Library may use the Internet after reading and agreeing to the Internet Policy at self-serve computers. In the Children's Library at the Headquarters Library, and at the Circulation Desk at all other Neuse Regional Library locations, patrons may sign-in to use the Internet after reading and signing the Internet Policy. In accordance with the Library's Circulation Policy, patrons who have forgotten to bring their library cards may use the Internet for a fee set by the Library Board if they have a photo ID.

- B. Internet users must abide by the following age requirements:
1. While using the Internet, a patron who is 12 years old or younger must have a parent, legal guardian, or caregiver 18 years or older, who has read and agreed to the Internet Use Policy with him/her.
 2. Patrons who are 13 years old or older may use the Internet after either reading and agreeing to the policy at a workstation at locations offering patron self-serve computer sign-in or by reading and signing the Internet Use Policy at other locations.
- C. Patrons shall not access material that is obscene, child pornography, or harmful to minors.
- D. Patrons, especially minors, should use caution in their use of electronic mail and other forms of direct, electronic communications, as these forms of communication can expose users to dangerous situations.
- E. Patrons, especially minors, should never disclose personal information, such as name, school, address, telephone number, credit card number, or social security number to strangers on the Internet.
- F. Patrons are limited to a daily one and one half hour time block; time may be extended if usage permits. Due to the wide variety in the number of workstations and patron needs at each branch library, access to websites and time limits may be modified or changed by staff as needed at each location.
- G. Access to social networking sites is restricted to a one-hour session from 4:00 p.m. until closing at the Headquarters Library.
- H. A maximum of two persons may sit or work together at one computer with staff approval. Both patrons must have current and valid library cards.
- I. The Internet computer equipment and software must be used as installed. Downloading is allowed only when saving to a storage device. Disks, CDs, and flash drives are available at the Circulation Desk for a fee.
- J. Network bandwidth is a limited resource and must be shared among all library network users. Patron owned devices which are determined to be using excessive bandwidth will be denied access to library networks. The Library may set limits, for example, on use of large files of still or moving images or sound, or on downloading files in any medium. Access to peer-to-peer (P2P) file sharing software such as LimeWire is not allowed. The Library reserves the right to block or filter access to websites or services whose content is primarily for entertainment purposes and which have been determined to be a drain on the library's network.
- K. The use of a device that causes disruptive noise is prohibited. Activities such as talking on cell phones, playing music, use of Internet telephone technology, and playing games disturb others and are prohibited.
- L. Due to the public nature of the Library's computers and associated privacy and security issues, the Library does not recommend that patrons conduct commercial transactions on public Internet computers.

- M. Patrons will pay 15 cents per page for black and white printing and \$1.00 per page for color printing. Patrons are responsible for payment for all material they print.
- N. Visitors who do not live in Lenoir, Greene, or Jones Counties may register as a guest at the Reference Desk for one-time usage. Visitors who plan on using the Internet more than once should register at the Circulation Desk for a temporary Internet Use Only Card. Visitors who have formerly lived in Lenoir, Greene, or Jones Counties must not have an old card with outstanding fees or materials.
- O. Patrons are responsible for damage resulting from misuse. Patrons should immediately notify staff of any problems with equipment and should not attempt to reboot any computer or correct any malfunction themselves.
- P. Library staff will assist patrons with searches and use of equipment as their workload permits.
- Q. Misuse includes, but is not limited to:
1. Using the computer for illegal activities
 2. Using patron-owned devices, accessing websites or downloading peer-to-peer file sharing software that use excessive bandwidth
 3. Hacking into the Library computer system or any other computer system
 4. Damaging or attempting to damage computer equipment or software
 5. Interfering with the integrity or security of systems operations
 6. Gaining unauthorized access to another person's files
 7. Sending harassing messages to other computer users
 8. Altering or attempting to alter the Library's computer settings
 9. Violating copyright laws and software licensing agreements
 10. Transmission, reception, or display of child pornography, trade secret information or copyrighted materials
 11. Uploading a worm, virus, or other harmful programming
 12. Impersonating another patron by access code, password, or signature

Failure to comply with the Internet Use Policy will result in temporary or permanent loss of computer privileges, potential loss of library privileges and possible prosecution. Loss of privileges at any Neuse Regional Library System facility will be effective at all facilities throughout the system.

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INFORMATION SERVICES POLICY #2009-05

COMPUTER LAB POLICY #2009-05.04

I. Introduction

The Neuse Regional Library Board has adopted the following policy to maximize computer availability, and to ensure fair accessibility for all computers in the little bank Computer Lab at the Headquarters Library and the training lab at the La Grange Library.

II. Rules Governing Use

- A. Patrons should respect other users in the lab; work quietly and keep noise and conversation to a minimum. Disruptive behavior and offensive or abusive language will not be tolerated.
- B. Computers are available on a “first come, first serve” basis.
- C. To access a computer or to reserve a computer, patrons must have either a valid library card or be able to show a picture ID and pay a fee set by the Library Board to have their card number looked up.
- D. Patrons may not use a library card other than their own.
- E. Patrons with fines or fees on their card may not use a computer.
- F. A maximum of two patrons may use each computer with special permission from Reference staff.
- G. Patrons must be 13 years of age to use a computer alone. Patrons under 13 years of age must have a parent or guardian sitting beside them while they are using a computer.
- H. No food or drink is allowed.
- I. Library patrons are not allowed to access peer-to-peer (P2P) file sharing software such as LimeWire on Library computers. Use of this software slows down the Internet for other users.
- J. Computer use is limited to 90 minutes per day for each patron. Time may be extended depending on computer availability.
- K. At the Headquarters Library, after 4:00 p.m., social networking sites are available only on designated computers for one 60-minute session daily. Required reservations must be made with the patron’s library card.

- L. The Library adheres to federal law by filtering all Internet content. Patrons over 18 may request to have the filter disabled. Patrons under 18, even with a parent or guardian present, may not have sites unfiltered.
- M. Patrons are responsible for all printouts. Black and white prints are \$.15/page. Color prints are \$1.00 /page.
- N. Blank disks, CDs, and flash drives are sold at the Circulation Desk.
- O. If a user violates the Library's Internet Use Policy, or any Library or Computer Lab policy, the Library reserves the right to cancel and/or suspend computer lab use and possibly all library privileges by that user. Parents/ guardians of minors may be notified. Length of suspension is left to the discretion of Library staff.
- P. Please see the staff at the Reference Desk or service desk in La Grange if you have questions.
- Q. Please report damaged equipment or equipment failure to the staff at the Reference Desk or service desk in La Grange.
- R. All computers will shut down automatically five minutes before closing. PLEASE PLAN ACCORDINGLY.

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INFORMATION SERVICES POLICY #2009-05

WIRELESS POLICY #2009-05.05

I. Introduction

The Neuse Regional Library Board has adopted the following Wireless Policy to provide Wi-Fi (high-speed wireless Internet access) to the public at no charge to the individual. This service may not be available at all library facilities.

Library patrons are cautioned that the Library is a public area that must be shared by library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this and to respect others when accessing information and images.

As with most public wireless “hot spots,” this connection is not secure. Any information being sent or received could potentially be intercepted. Cautious and informed wireless users should not transmit their credit card information, passwords, or any other sensitive personal information while using any wireless “hot spot.” All wireless access users should have up-to-date virus protection installed. The Library assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the library’s wireless network.

II. Rules Governing Use

- A. Patrons may bring their own wireless-enabled laptops, notebooks or other mobile devices to the Library and have free, instant access to the World Wide Web. Wireless access is available during hours the service-providing branch is open.
- B. Patrons using wireless access must act in accordance with the Neuse Regional Library’s Internet Use Policy.
- C. The Library’s wireless network does not allow printing. In order to print, patrons must save their work on portable media and log into one of the library’s public use workstations.
- D. Patrons are not allowed to use FTP (file transfer protocol), file sharing, or outgoing SMTP (simple mail transfer protocol) on the wireless network.
- E. Library staff cannot troubleshoot problems related to wireless devices or assist in making changes to network settings and/or hardware configuration of devices. Patrons who experience these difficulties should refer to their owner’s manual or other support services offered by the device manufacturer.

- F. Patrons will not be able to use the library's power sockets and outlets. Patrons will need to supply their own battery power.
- G. Violation of the library's Wireless Policy, or any other library policy, including the transmission or receipt of pornography or harmful material, fraud, downloading copyrighted material, or abuse of networking equipment will result in the denial of access to the wireless network in all Neuse Regional Library facilities.

Adopted by the Neuse Regional Library Board
June 25, 2009