SECTION 3 – Information and Technology Policies

INFORMATION SERVICES

REFERENCE SERVICES POLICY

REFERENCE PHILOSOPHY
Reference is more than just answering questions. Library staff members work to empower and instruct the public in navigating an information-rich world, and to support the library's mission in a fair and equitable manner. Staff members incorporate the County values of PRIDE (Professionalism, Respect, Integrity, Diversity and Excellent customer service) and maintain professional ethics as outlined in the American Library Association's "Library Bill of Rights" and "Freedom to Read." Reference services also support the goals of the library's Long Range Plan.

Reference practice and philosophy have evolved in the last quarter-century. Library staff members find their role expanding from providers of information to instructors and facilitators.

GUIDING PHILOSOPHY
Staff members provide access to accurate information in a timely and courteous manner. They work collaboratively with both colleagues and other libraries, using authoritative, reliable sources of information. Staff members address all questions confidentially and impartially, without regard to age, race, sex/gender, disability, or social/economic status. Since many customers are reluctant to ask for help, it is the responsibility of staff to anticipate public needs and to offer service when and where it is needed. This service includes conducting a thorough reference interview to determine the customer's information needs. Answering a question includes providing an answer and citing its source, as well as instructing the customer in the use of library technology and resources.

TIMELY RESPONSES
Information needs occur at any time. Staff members provide reference services all hours the library is open. The person in front of the staff member takes priority, but staff members respond to incoming requests in various formats. Trained paraprofessionals are able to answer most questions, and there is always a librarian with a master's degree in library science available for consultation. Staff members answer questions at the point and moment of need. Some questions may require further research; in those cases, a staff member will follow up with the customer within 24 hours after the initial question. This may require a scheduled appointment at the customer's convenience.

STAFF COMPETENCIES
All staff members are able to handle as many routine reference questions as possible without passing customers from one staff member to another. All public service staff members are required to meet core competencies to meet the changing needs of customers. Expected competencies include but are not limited to library resources, technology, general information sources, reader's advisory services and a knowledge of library policies and procedures.

LIMITATIONS AND ALTERNATIVES
Library staff may not be able to provide the exact help a customer needs; in such cases they refer the customer to a person or source that can.

Appraisal advice: Staff members do not appraise items, but will refer customers to sources for appraisal estimates.

Consumer evaluations: Staff members do not recommend one product over the other but do help customers find reviews of products.

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Filling out forms: Staff members show customers how to fill out forms and refer them to other organizations for further assistance. Staff members do not fill in any part of any form that asks for personal information such as Social Security numbers, credit-card information or driver's license numbers.

Job and career documents: Staff members do not create résumés or fill out job applications for customers, but do provide guidance on formatting résumés and helping customers find applications online.

Legal, medical, personal finance and tax questions: Staff members will not provide advice on legal, medical or tax-related questions, but do help customers find information on those topics, and do refer them to agencies in those fields.

Local history and genealogy: Staff members at all locations help with basic genealogy questions and refer customers with more in-depth questions to the Local & State History Room staff at the Headquarters library.

School assignments: Staff members do not complete homework for customers, but do show students how to conduct research and refer them to homework-help resources, both in-person and online.

Translations: Staff members do not provide language translations, but do offer foreign-language resources, including referrals to qualified interpreters/translators. With advance notice, the library provides ASL (American Sign Language) interpreters for library programs.

TECHNOLOGY ASSISTANCE

Staff members demonstrate a proactive attitude in guiding customers to the best available sources to answer customers' technology-related questions. Staff members know how to use the devices, software, and electronic resources that the library provides. Staff members demonstrate appropriate reference interview and search skills in helping with other technology questions. Staff members refer customers to non-library sources and organizations as appropriate.

LIBRARY CONDUCT

Staff members follow and enforce the Rules Governing the Use of the Library. Staff members are not obligated to help any customer who violates those rules, or who is currently barred from the library. Staff members may end reference transactions with customers who are abusive or threatening, and should then proceed to address the behavior, including calling a supervisor and/or security guard.

Approved 6/16/94; Revised 7/15/99, Revised 12/14/00 & effective 3/01/01
Revised 5/19/11 & effective 6/1/11
Revised and effective 9/27/18

INTERLIBRARY LOAN POLICY

Interlibrary loan is the process by which a library requests materials from, or supplies materials to, another library outside the NC Cardinal consortium. The library borrows books and other library materials for library cardholders through interlibrary loan services for a fee of $3.00 per item to cover the cost of postage and supplies.

Library cardholders are also responsible for reimbursing the library for any charges levied by the lending library or vendor.

The library adheres to the North Carolina Interlibrary Loan Code and the National Interlibrary Loan Code of the American Library Association. The library lends books and other library materials to other libraries that follow these codes.

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INTERLIBRARY LOAN LENDING POLICY FOR OCLC NETWORK

POLICY:

Will accept:	OCLC, ALA
Will not accept:	Faxed requests
Bill method:	Invoice with material

LOANS:

Loan period:	4 weeks
Renew period:	4 weeks if not reserved locally
Charges:	None
Noncirculating:	Periodicals, reference & genealogy materials, AV, current year imprints, microforms

COPIES:

All photocopies:	$1.00 for postage and supplies, plus 15¢ per page

EXPLANATION:
The Interlibrary Loan Policy informs other OCLC users of what type materials the library will lend, the library's loan periods and charges. This policy is available online and in print format to OCLC members. The policy prevents our library from receiving requests that we will not fill and it saves everyone time.

The library does not loan materials from the reference collections. This includes reference books, genealogy materials, periodicals and microforms. The library does not loan new materials, to assure their availability for local customers. The library does not loan audiovisual materials due to high demand by our public, expense and possible damage in shipping.

The library provides photocopied material from periodicals, reference books and microforms for interlibrary loan purposes for a charge of $1.00 per item for postage and supplies, plus 15 cents per page photocopied.

INTERNET POLICY STATEMENT
The library provides an adequate number of computer terminals at all library locations to facilitate public access to the Internet and other digital resources. Although the Internet offers access to many valuable local, national and international sources of information, not all sources are accurate, complete, current or appropriate for all Library users. The Library only offers a pathway to the Internet; it does not endorse or vouch for any material transmitted through that pathway to a user.

Because of the many different Internet and electronic applications available, the Library cannot provide complete technical or training support. The library is not responsible for loss of data, damage, or liability that may occur from customer use of the library's computers. Provision of networked information services does not constitute any endorsement of the contents of the information by the library.

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Access to Inappropriate Material
To the extent practical, the library employs technology protection measures (or "Internet filters") to block or filter Internet access to inappropriate information from the Internet, or from other forms of electronic communications, on all Library computers. Specifically, the library blocks all its computers for visual depictions of material deemed obscene, "Child pornography," or inappropriate as defined by this policy. In addition, children's library computers have technology protection measures that attempt to address any materials deemed harmful to minors, including chat rooms and e-mail access. For minors under the age of 16, the child's Parent/Legal Guardian selects the appropriate level of computer access for the child at the time the Parent/Legal Guardian obtains the library card for the child.

Requests to Unblock Internet Sites
Users may request to have specific sites unblocked. Library staff will accommodate the request for sites deemed to be in compliance with this policy.

Inappropriate Network Usage
To the extent practical, the library takes steps to promote the safety and security of users of its online computer network when using email, chat rooms, instant messaging, and other forms of direct electronic communications.

A minor must have the authorization of his or her parent or guardian to disclose personal information.

Supervision and Monitoring
Library staff has the authority to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy.

Approved 11/18/99
Revised 4/19/01 effective 7/01/01; revised 6/20/02;
Revised 2/15/07 effective 3/01/07; Revised 5/19/11 effective 6/1/11
Revised and effective 9/27/18

COMPUTER, TYPEWRITER AND INTERNET EXPRESS TERMINAL POLICY

Computers
Library public computer stations are available to the holder of a regular library card or to the holder of an Internet Patron Card.

Public computer users must follow the Library's approved policies, guidelines and procedures in their use of these computers in accessing the Internet, specialized electronic databases, word processing and other electronic resources. [See Acceptable Use Guidelines below.]

Typewriters
Library public typewriters are available to Library customers. Children seven years of age and younger must be accompanied by a parent or guardian. Library cards are not required to use this service.

Typewriter users must follow the Library's approved procedures in their use of this equipment. [See Acceptable Use Guidelines below.]

Internet Express Terminals
Library Internet Express terminals are available to Library customers. Library cards are not required to use this service. Internet Express terminal users must follow the Library's approved policies, guidelines and procedures in their use of this equipment. [See Acceptable Use Guidelines below.]

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ACCEPTABLE USE GUIDELINES

All users of public computers, typewriters and Internet Express terminals are expected to use these resources in an appropriate, responsible and ethical manner that is consistent with the educational, informational and recreational purposes for which they are provided.

Appropriate, responsible, ethical use of these resources includes the following:
1. Users may access resources for educational, informational and recreational purposes only.
2. Users should recognize the dangers and risks of using e-mail, chat rooms, instant messaging, discussion groups, newsgroups, game rooms, and all other forms of communications, including the threat of efforts to disclose personal or financial information about the user, or attempts to gain confidential personal or financial information about other users.
3. Users may not access, display and/or transmit inappropriate materials as defined in this policy, materials which reasonably may be construed as obscene, child pornography or harmful to minors via the Internet, electronic mail or other forms of direct electronic communication over the Library's computer network.
4. Users may not engage in unlawful activities or unlawful misrepresentation. Users may not attempt unauthorized access (including hacking) to any computer system.
5. Users many not disclose, use, or disseminate unauthorized personal identification information regarding minors or adults.
6. Users may not modify or gain access to files, passwords, or data belonging to the Library or others.
7. Users may not seek unauthorized access to any computer system, or damage or alter software components of any network or database.
8. Users are responsible for respecting the privacy of others using these resources by not interfering with their use.
9. Users may make only authorized copies of copyrighted or licensed software or data.
10. Users shall not stalk others, post, transmit or originate any unlawful, threatening, abusive, fraudulent, hateful, defamatory, obscene or pornographic communication, or any communication where the message, or its transmission or distribution, would constitute or would encourage conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, state, national, or international law.

Misuse or abuse of Library resources may result in suspension of Library privileges.

DEFINITION OF TERMS:

TECHNOLOGY PROTECTION MEASURE: This term means a specific technology that blocks or filters Internet access to visual depictions that are:

1. OBSCENE: As the term is defined in Section 1460 of Title 18 United States Code; and NCGS 14-190.1;
2. CHILD PORNOGRAPHY: As the term is defined in Section 2256 of Title 18, United States Code; or
3. HARMFUL TO MINORS: This term means any picture, image, graphic image file, or other visual depiction that:
   a. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
   b. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
   c. Taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.
4. INAPPROPRIATE MATERIAL: Lewd depictions, appealing to prurient interests, of sexual acts or contact. Includes sexually explicit nudity as defined in NCGS 14-190.13(6), excretory functions, and depictions of torture within a sexual context.

SEXUAL ACT; SEXUAL CONTACT. The terms have the meanings as given in Section 2246 of Title 18, United States Code.

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DIGITAL REFERENCE SERVICE POLICY

The library is dedicated to the free provision of accurate and timely information to the people of Cumberland County. Information is normally provided in person and over the telephone. Library staff also answer informational questions received through digital means such as email, social media and a virtual service or chat-reference/text-reference application. These services are free of charge.

Library staff comply with all copyright laws when delivering information electronically.

As in other areas, library staff protect customer confidentiality in the digital environment. This includes customer names, library card numbers, email addresses and telephone numbers, as well as the nature and substance of their questions. This information is only provided to law enforcement agencies in accordance with the general library policy regarding customer privacy.

Library staff follow established procedures for digital reference services. Library staff also establish response parameters when customer requests exceed normal library operations, staffing and cost effectiveness. Generally speaking, telephone and digital reference transactions are used for answering short, factual informational queries that do not require extensive reading or (any) interpretation on the part of library staff.

WEBSITE PRIVACY POLICY

The library is committed to protecting the privacy of visitors to its website. The following discloses our information gathering and dissemination practices on our website:

- When you visit the library's website, we collect and store only information to measure the number of visitors to different areas of our site (pages) to assist us in making them more useful to you. This information includes:
  - The address (IP) of your computer or internet provider;
  - The date and time you accessed our website;
  - The Internet address of the website that referred you to our site.

- We ask a visitor to our website to provide his/her email address, postal address and/or telephone number only when needed to assist in answering inquiries, provide information, participate in a contest or ship requested materials and products. If it is reasonably believed that a user submitting his/her postal address, e-mail address or telephone number is younger than 13 years of age, the library will delete this information from its records in accordance with the Children's Online Privacy Protection Act (COPPA).

- In accordance with the library's Confidentiality of Library Records Policy, we will not sell, lease, or otherwise distribute or disclose your email address, postal address, phone number, borrower records or other personal information for non-library purposes to outside parties unless required by law.

- We will never disclose a child's personal information such as full name, address, etc. ("information that would facilitate or enable the physical or online locating and contacting of a specific individual") without written permission from a parent or legal guardian unless ordered to do so by a court of competent jurisdiction. In accordance with COPPA, we will only display on our webpage a child's first name, last initial, library location and/or age in order to announce contest winners and display user-submitted comments.

- The library's website uses "cookies" to allow you access to certain functions (such as the online catalog and electronic resources, etc.) within our site. These cookie files do not capture any personal user information (such as e-mail address or user passwords). Temporary cookie files are automatically deleted when you close your browser.

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- Photos and videos that appear on the library's website, in library publications, or in other promotional materials may be gathered from public programs, events and library locations.

- To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without written permission from the photographed subject, parent or legal guardian.

- Photos, images and videos submitted by users for online galleries or contests may also be used by the Library for promotional purposes, and those users will be considered to have given permission for use of their images.

- Some library webpages contain links to external sites not maintained by the library. The library cannot be responsible for your privacy when you disclose information to outside websites. It is your responsibility to protect your personal information.

- From time to time, we may use visitor information for new unanticipated uses not previously disclosed in our privacy policy. If our information practices do change, we will post the policy changes on our website to notify you and provide you with the ability to opt out of these new uses. If you have any concerns about how your information is used, please contact Library Administration (library@cumberland.lib.nc.us).

Revised 5/19/05; Reviewed 5/19/11 *no changes*
Reviewed 9/27/18 *no changes*

USE OF MATERIALS FROM THE HISTORICAL COLLECTION POLICY

Photographs, maps, slides, or other visual materials owned by the library shall not be reproduced for the purpose of commercial profit, or used in commercial enterprises, other than that sponsored by the library itself.

Exception to the above rule may be made for purposes of short reviews, newspaper or magazine articles, or by permission of the Library Board of Trustees.

Photographs and other visual materials used in such manner must be accompanied in print with the caption: <u>Courtesy Cumberland County Public Library & Information Center.</u>

Photographs and other visual materials which are taken from one of our special collections must be accompanied in print with the caption: <u>Courtesy Cumberland County Public Library & Information Center – Jack Crane Collection, or – Lucille Miller Johnson Collection, or – Historic Photographs Collection</u>.

Printed, handwritten, or other documents, such as diaries, logs, pamphlets or notes are also subject to these rules. Any publications or typewritten documents owned by the Cumberland County Public Library & Information Center are also subject to these rules.