



PATRON POLICY MANUAL

Ozark Regional Library Mission Statement

Ozark Regional Library enriches our communities through lifelong learning by providing access to ideas, information, and technology to all residents.

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Library Cards

When applying for a library card, the patron enters into a contract with Ozark Regional Library. The card extends borrowing privileges from the Library's digital, shared, and local collections. By signing the registration application, the patron agrees that they are accountable for the timely and safe return of all items borrowed on the card and agree to pay for lost and damaged items.

Library cards issued by any of the public libraries within Iron and Madison Counties will be honored by all the Ozark Regional Libraries provided that the borrower is in good standing with the Library system. Cards must be renewed every year; proof of address or current ID may be requested at renewal.

A library card may be invalidated or suspended by the Ozark Regional Library at any time if the patron does not return overdue materials, does not pay outstanding fees, does not abide by other Library policies, or habitually abuses Library policies.

Resident Cards

Library cards are issued to residents, property owners, or employees of the Ozark Regional Library in Iron and Madison Counties. Applicants for a library card are required to present identification to prove identity and residency or local property ownership. If non-picture identification is presented, staff may also require additional identification forms to prove identity.

Resident Registration Requirements

Madison and Iron County residents 18 years of age or older:

- Proof of identity (e.g., valid driver's license, state ID, school photo ID, passport, etc.).
- Proof of residence may be required if ID does not include a valid address (e.g., utility bill, fishing license, voter registration, etc.—must include name and physical address).
- Special use (Non-Traditional Library Card Registration) cards are available for adults without government-issued identification on a case-by-case basis.

Residents between the ages of 0 and 18:

- A parent or legal guardian must have a valid Ozark Regional Library card and must accompany minor to co-sign registration form as the financially responsible party.
- Responsibility for library materials selected and accessed or programs/events attended by children and adolescents rests with their parents or legal guardians. Ozark Regional Library does not act *in loco parentis*, and is not responsible for a child or adolescent's choices.

Resident cards have a probationary period of 60 days, after which time they are valid for one year from the date of renewal following the probationary period.

Minor Cards

If the applicant is seventeen years old or younger, the Library card registration application must be signed by the parent/legal guardian with a valid Ozark Regional Library card in good standing. Applicants eighteen and older are considered legal adults and must provide their own proof of identity and residency as an adult resident.

A minor card grants access to the full collection of Ozark Regional Library including online materials and filtered public computers. Library staff does not supervise children and are not required to know what a parent considers appropriate for their child. The responsibility for materials used by minors rests completely with their parents/legal guardians. Materials selected for the Adult and Young Adult collections are intended for mature readers. Checkouts to minors from these collections are allowed with the signed parental permissions on a minor's library card application. Separate collections are available for children and young people, but it is not the responsibility of the Library, its Board of Trustees, staff, or volunteers to determine which collection they should use or what items in the collection are suitable for an individual.

If a parent/legal guardian does not agree to full access to the collections, a minor card will not be issued. Parents/legal guardians can use their own card to check out materials for a child.

Non-Resident Cards

Non-Resident cards (residing outside of Iron and Madison Counties in Missouri) can obtain an Ozark Regional Library card by showing proof of identification and Missouri residency and paying a \$30 non-resident fee. This fee is in lieu of Iron and Madison County tax and is due annually in order to renew the Non-Resident Library card.

Out-of-County Registration Requirements

Out-of-county residents 18 years of age or older:

- Must live in Missouri
- Proof of identity (same as above)
- \$30.00/person paid at registration and renewal

Out-of-county residents between the ages of 0 and 18:

- A parent or legal guardian must have a valid Ozark Regional Library card and must accompany minor to co-sign registration form as the financially responsible party.
- Responsibility for library materials selected and accessed or programs/events attended by children and adolescents rests with their parents or legal guardians. Ozark Regional Library does not act in loco parentis, and is not responsible for a child or adolescent's choices.
- \$30.00/person paid at registration and renewal

Out-of-county cards have a probationary period of 60 days, after which time they are valid for one year from the date of renewal following the probationary period.

Educator Cards

Educator Cards allow Resident and Non-Resident educators over the age of 18 to check out 25 items at a time for educational use. Educators will be financially responsible for all materials checked-out on their Library card.

Lost and Damaged Cards

If a patron should lose a card, they may be issued another card free of charge. It is the patron's responsibility to report lost cards; until the card is reported lost, the patron is responsible for all items charged.

A library card which is damaged may be replaced free of charge.

Circulating Materials

All patrons should present their card at the service desk at time of checkout.

Items limited to in-house use such as reference materials, microfilm, newspapers, local history materials, and other so designated, do not normally circulate but may circulate at the discretion of the Director.

Library users will not be allowed to check out materials if they owe \$5.00 or more in unpaid fees. Materials that are more than 30 days overdue are automatically marked lost, and the replacement cost is charged to the patron's library card.

Lending Limits, Renewals, Holds, and Fines Schedule

Item	Circulation Period	Renewals (without holds)	Limit per card	Late fee per day
New Materials	21 days	0	3	0.20
Adult books & audiobooks	21 days	1	10	0.20
Juvenile & younger books	21 days	1	10	0.10
DVDs	7 days	1	10	0.20
Great Courses	21 days	1	10	0.20
Equipment/Beyond Books	7 days	1	10	0.20
Holds			10	0.00
eMaterials	21 days	Unlimited	20	0.00
eMaterial Holds			15	
Request for Purchase			1 at a time	

Checkout limits per card type (physical materials):

- Probationary Patron: 2
- Special Use/Non-Traditional: 2
- Resident: 10
- Non-Resident: 10
- Educator: 25

Holds

Patrons may place up to ten (10) holds and twenty (20) eMaterial holds. Holds will be transferred to the patron's preferred library location or online as soon as they become available.

Holds will be held for two (2) weeks. If the item is not picked up in that time period, the item will be removed from hold for that patron and returned to its owning library. A pattern of not picking holds may result in the suspension of hold privileges.

Overdue Library Materials

Patrons may receive email and text (SMS) reminders when items are overdue.

The Library has no obligation to remind patrons to return materials. The Library calls or sends reminder notices as a courtesy to patrons.

It is the patron's responsibility to update mailing address, email address, and phone numbers or texting information with the Library. The Library cannot be held responsible when reminders or notices are undeliverable due to incorrect contact information which has not been updated by the patron.

All materials are due on the due date. The Library does not accrue fines on dates closed and allows a 1-day grace period. However, if the item is not returned within one business day of its due date, fines will accrue for every day including the 1-day grace period.

It is the patron's responsibility to call, login, or come in to renew items.

Lost and Damaged Items

Charges for lost items are assessed based on the suggested retail price of the lost material. The suggested retail price compensates the Library for staff time, shipping costs, and processing (i.e., barcode, book covers, labels, and stamps).

Lost fees will be removed if the item is returned in good condition, but the overdue fees will be reinstated. The Library does not accept replacement items in place of paying lost/damaged fees.

No refunds for lost materials will be issued to patrons after 30-days of the receipt. The item, if found after 30-days of payment, is considered the property of the patron.

The Library may charge a lesser fee of \$5.00 for damaged Library items if damage takes place during a circulation period which is not considered normal wear and tear (e.g., torn pages, missing labels or barcode, case damage, and small stains or spills)

Minors and Materials

Ozark Regional Library does not act in loco parentis. Therefore, parents/legal guardians—and only parents/legal guardians—have the right and responsibility to restrict access to Library materials for their children. Parents/legal guardians who do not want their children to have access to certain Library services, materials, or facilities should so advise their children and supervise them accordingly. Librarians and Library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between a parent and child.

Interlibrary Loans

Ozark Regional Library adheres to the policies and regulations set forth by the Missouri Evergreen Consortium to allow resource sharing between participating Missouri public libraries.

Interlibrary Loan (ILL) service is available to patrons of the Ozark Regional Library. To submit a request, a patron must have completed the 30-day probationary period, and their library card must be valid and in good standing.

If the item is available from an Evergreen Library, there will be no fee associated with ILL services except in the case of loss or damage. A patron, except as otherwise provided, may have ten (10) Evergreen holds on their account.

Interlibrary Lending

Ozark Regional Library honors interlibrary loan requests from Missouri Evergreen. Lending time for materials is set by the borrowing Library in Missouri Evergreen.

Ozark Regional Library will not lend:

- Genealogy resources
- Materials owned by the Library less than six (6) months
- Materials with local circulation restrictions. Examples: yard games, equipment, and kits

The borrowing Library is responsible for the safety of the item from the time the item leaves Ozark Regional Library until it is returned. If damage or loss occurs, the borrowing Library is responsible for the cost of the items.

Patron Responsibility

Patrons are responsible for all materials checked out on their library cards and for any charges incurred. Temporary or permanent suspension of library privileges pursuant to 182.670(2) of the

Revised Statutes of the State of Missouri will be determined by the library director in consultation with the library's Board of Trustees.

- A valid photo ID is required to register for a Resident and Non-Resident library cards.
- Special Use/Non-Traditional Library cards are available without government-issued identification which allow patrons access to library materials with a two (2) item limit.
- Patrons must complete a 60-day probationary period before receiving a full-privilege card.
- Probationary periods may be extended if patrons accumulate fines over \$5.00 during the probationary period.
- Patrons should notify the library of lost or stolen cards. Items checked out on a card that is not reported lost or stolen are the responsibility of the patron.
- Patrons should notify the library of changes to their contact information. The library is not responsible for undelivered notices.
- Borrowing privileges will be suspended if an individual has outstanding fees over \$5.00.
- A library card may be requested to check out items.

Loan Periods and Fines

Note: Temporary limits on the number of items, loan periods, and renewals may be set at the library's discretion.

- Most materials have a 3-week check out period.
- DVDs and equipment such as fishing poles, cake pans, activity backpacks, and microscope sets have a 1-week check out period.
- Text and/or email overdue notices shall be sent out in the following sequence:
 - 3-day courtesy notice
 - 7-day overdue notice
 - 30-day overdue notice
 - 42-day overdue notice, at which time the item is marked LOST
- Overdue fees are \$0.20/item/day for all materials except for children's books which are \$0.10/item/day.
- There is a one-day grace period for overdue materials.
- Overdue fines are not charged for days on which the library is closed, including holidays and snow days.
- Overdue fines shall not exceed the replacement cost of the item.
- Overdue fines stop when the bill for replacement is charged or the item is returned.
- Bill for replacement and a processing fee will be charged for items marked lost or damaged.

Fees

- Out-of-County library cards are \$30/year.
- Patrons will be charged for lost and/or damaged items.

- Refunds for lost items which have been paid for will only be given when items are returned in good condition within 30 days of payment. A receipt is required for refund.

Suspension of Account

- Borrowers with more than \$5.00 in fines will have their library borrowing privileges suspended until all materials are returned and/or paid in full.
- Payment plans are available upon request.

Holds

- Probationary patrons may not request materials outside of the system.
- Items will be kept on the hold shelf for fourteen (14) days.
- Items cannot be reserved for a specific date.
- Materials not owned by Ozark Regional Library may not be available for holds within six months of publication date.
- Patrons with fines of \$5.00 or more may not request materials from outside of the system.

Renewals

- One renewal is allowed on items unless the item is new or a hold has been placed on the item.
- Overdue fines should be paid at the time of renewal.
- Renewals extend the loan period for an additional amount of time equal to the original loan period.
- Renewal dates are based on the date renewed, not on the original due date.
- Patrons may renew items online, in person, or over the phone.

Pest Policy

It is the responsibility of the Ozark Regional Library to maintain a healthy and clean environment for all Library users and to protect taxpayers' investment in Library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a patron's ability to borrow physical materials and/or visit library facilities when such use may jeopardize the health and safety of library facilities, collections, and patrons. Therefore, evidence that items on loan to a patron may have been returned with insects which are known to be damaging to Library materials, or that can result in pest infestations in Library facilities (e.g., roaches, silverfish, and some types of beetles) may result in [Library restrictions or suspension](#). Examples of situations where access to library facilities may be suspended include, but are not limited to: patrons or patron possessions with fleas, lice, or bed bugs.

Reference Services

Ozark Regional Library offers basic reference services. The Library will help patrons locate the information they need and provide basic computer help as staffing allows.

Library staff are not allowed to offer medical, legal, or financial advice. This includes the interpretation of materials for a patron. However, staff should make every effort to provide materials which are suitable for each patron's educational background and level of comprehension.

Library staff may not advise or help with tax questions. Staff may not fill out patrons' taxes. Staff may provide patron with forms at printing cost. Staff may also direct patrons to professional help organizations.

Staff may assist students in locating information needed for school assignments but cannot assist the student in completing school assignments or homework.

Staff may not offer patrons help with online banking, online purchases, or other activities which require access to methods of payment online.

Fax Service

Faxing services are made available to Library patrons for transmission only, receipt of documents is not available. Faxes cost \$1.00 per page. After faxing, a confirmation notification will be given with confirmation that the fax went through or there was a problem resulting in an undelivered status.

Copies, Printing, and Scanning

Both black and white and color printing is available at all Library branches. Air printing is also available at all branches.

Printing Costs—Printing fees are pre-pay and must be paid at the service desk.

- Black & white copies via public computer: \$0.15/page or \$0.30/two-sided copy
- Black & white copies via staff assistance: \$0.25/page or \$0.50/two-sided copy
- Color copies: \$1.00/page or \$2.00/two-sided copy

Self-serve document scanning is available at some Library branches free of charge. Scans made by staff are \$0.25/scan.

The Library will try to accommodate patron printing needs, but a reasonable limit may be implemented when several patrons are printing or printing supplies are low.

Proctor Service

The Library will proctor examinations for individuals, subject to the availability of authorized staff and resources. Examinations must occur during the hours the Library is open to the public and requires a 48-hour notification period. Examination times are scheduled by the student with an authorized proctor in coordination with Library staff.

It is the responsibility of the student taking the examination to ensure that all requirements for the examination can be met and that the examination requirements are received by the Library before the scheduled examination time.

Subject to availability, a quiet space will be provided where the student may take the examination. The Library does not guarantee that the student will be under continuous observation during the examination.

Cost of mailing an exam back to an instructor, as well as any printing cost of materials is the responsibility of the student.

Computer and Internet Use

- Patrons must agree to the Library's computer use agreement when signing into the public computers.
- Users will check out computers with their Library card in two-hour sessions.
- Computer guest passes are available for non-patrons 18 and older at the service desk.
- Users may not download files to public computers; temporarily storing a document for editing and/or printing purposes is acceptable as long as the patron deletes the item after editing/printing.
- Users may not use their own software programs on public computers.
- Computer use will be available on a first come, first serve basis.
- Audio is only available via headphones. Headphones are available for purchase.
- Bluetooth access is indicated on public computers which are set up to connect via Bluetooth.
- A printer is available. Patrons are responsible for all copies sent to the printer.
- Misuse of the computer will result in the loss of computer privileges and may include charges for damaged equipment.

Internet Access Guidelines

Ozark Regional Library recognizes the value of computer availability and Internet access in its mission to provide for the informational, educational, and recreational needs of its patrons. The Library strives to provide up-to-date technology to meet those needs.

The Library utilizes time and print management software on its public computers. This software helps ensure availability of computers, and allows patrons control over printing costs. It also provides access for staff to monitor public computers to safeguard equipment and other patrons.

- Information services provided through the Internet are intended for private use. Any commercial or other unauthorized use is forbidden.
- Computers are intended for educational, research, and job opportunities.
- While Ozark Regional Library filters content in compliance with the Children's Internet Protection Act, it does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. Adults may request that the filter be turned off; however, all Library policies regarding appropriate Internet use still apply.
- Intentional or repeated use, possession, or transmission of materials which are considered obscene, abusive, or otherwise prohibited by local community standards is prohibited.
- The Library prefers that Ozark Regional Library residents obtain a Library card when planning to use Library computers on a regular basis.

Supervising Children

The Library uses filtering software, but the software is not foolproof. It diminishes the likelihood that searches will inadvertently retrieve offensive text or images, but does not eliminate that possibility.

- Children under 10 years of age must be accompanied by a parent or legal guardian.
- Minors 10-18 years of age must have parent/legal guardian permission to use the Internet.
- Minors will not be given guest pass access without being accompanied by a guardian.
- The public library does not serve in loco parentis (in place of parent)—the responsibility for what minors read or view on the Internet rests with the parent or guardian.

Wireless Access

The Library attempts to make wireless access as available as possible but patrons may encounter areas where wireless reception may be limited. The Library's wireless network is not secure. The Library cannot guarantee the security of any information sent to and from a patron's wireless device.

Staff Assistance

- Staff can assist patrons in accessing the Internet.
- Help with printing or other functions may not always be available.
- Staff cannot provide in-depth training, but one-on-one Q&A sessions are offered (see staff).
- Staff cannot help with online functions which require patrons' private information.
- USB drives are available to check out for use on the public computers.
- The library is not responsible for viruses or other damage resulting from accessing the Internet.

Unacceptable Uses of Computers

- Uses that violate the law or encourage others to violate the law
- Uses that compromise the safety or security of minors
- Uses that cause harm to others or damage to their property
- Uses that jeopardize the security of the computer network or other networks on the Internet
- Uses that attempt to circumvent log-on management software, filtering software, or computer configurations
- Transmitting of offensive or harassing messages
- Offering for sale or use any substance, the possession of which, is prohibited by law
- Viewing, transmitting, or downloading pornographic material
- Viewing, transmitting, or downloading materials that encourage others to violate the law
- Downloading or transmitting confidential, trade secret, or copyrighted materials
- Participating in “hacking” activities or any form of unauthorized access to other computers, networks, or information systems
- Disclosing or sharing user passwords with others
- Impersonating another user
- Using personal software on Library computers
- Damaging or modifying Library computer equipment or software

Youth Services

The objectives of the Children department are: to introduce as many children as possible to the public Library environment in order to create the love of reading and lifelong learning; to provide children with access to current information and quality literature; and to provide complete and accurate answers to reference questions to all patrons of the Library.

All children ten (10) and younger must be supervised and accompanied by an adult, parent, or guardian age 18 or older at all times. Library staff are not responsible for the supervision of children left unattended by a parent or guardian.

Children’s areas provide juvenile materials suitable for children in a variety of formats and age levels. ([See separate Collection Development policy.](#))

Materials specifically for children and all other materials in the Library are available to all children at all times that the Library is open. Parents/legal guardians are solely responsible for supervising or limiting their children’s access to Library materials.

Story Time sessions are regularly scheduled for the general public. Story time sessions are developed for pre-school children 0 to 5 years of age. An adult must accompany and remain with children attending story time. If a child engages in disruptive behavior during a story time session, the Library may ask the adult attending the disruptive child to step out of the Library for a break. Unaccompanied children may not stay in a story time session.

All tours of the Library must be scheduled in advance. Any children's group in the Library must be attended by an adult. At least one adult must remain with groups, and at least two (2) adults must remain with groups of sixteen (16) or more.

Library staff will follow these procedures in the event a minor, age 17 or under, has visited the Library and is without transportation at the time of closing:

- Under no circumstances may Library staff transport a minor child away from the Library building
- Staff will immediately call a parent or guardian to pick up the minor
- If a parent or guardian has not picked up the minor within 15 minutes of the call, local police will be contacted
- Staff will post a sign on the entry door stating "An unattended minor child was turned over to the (insert local agency) after closing. (Insert date, time, contact info for the agency, and staff initials.)"
- As soon as possible, the Library staff members involved will file an incident report with the Library Director
- On the next business day, the Library Director will send a letter notifying the parent of this policy and the Library's hours of operation.

Privacy

It is the policy of Ozark Regional Library to ensure privacy of the users of its services. Any information obtained as the result of patronage with the Library will be treated as confidential and released only as authorized by this policy.

The right to privacy extends to circulation records, reference requests, database searches, and all other personally identifiable uses of Library materials, facilities, or services. Library records are for the sole purpose of protecting Library property and are not to be used directly or indirectly to identify the types of materials used by Library patrons, under no circumstances shall the Library staff answer to a third party about material or information used or requested by a patron without a court order or subpoena.

An individual may request information concerning their own Library records by presenting their Library card or photo ID. The Library does not keep a history of items circulated unless they have an unpaid bill attached. A parent or guardian of a minor child will be given access to the current circulation records of the child if the parent/legal guardian is in possession of their child's library card and is able to provide appropriate identification.

Library Behavior Policy

Patron Conduct

- Disruptive or inappropriate behavior that disturbs patrons or staff is not permitted inside or outside the Library.
- Loud, abusive, aggressive, profane, or threatening language or behavior is prohibited.

- Harassment, intimidation, or intentionally annoying others through noisy, boisterous, or threatening activity is not allowed.
- Extended sleeping is prohibited.

Children and Supervision

- Parents/guardians must remain in close proximity to children under ten (10) years of age and younger at all times.
- Children may not be left unattended in the children's area while parents use other Library services.
- Children may not climb on shelving, furnishings, or fixtures.
- Parents/guardians may be asked to remove disruptive children from the Library.

Use of Facilities

- Furniture may not be rearranged without authorization; only one person may sit per chair. Feet must remain off furniture.
- Excessive displays of affection are not permitted.
- Food and drink are only allowed in designated areas.
- Patrons must wear appropriate clothing and footwear.
- Offensive bodily hygiene or odors that constitute a nuisance are not allowed; repeat offenses (including materials returned with odors) may result in fees or loss of privileges.
- The Library is not liable for injuries or damages caused by misuse of facilities (e.g., bikes, skateboards, rollerblades, climbing, parkour).
- Library telephones are not available for public use, except in emergencies.

Property and Equipment

- Mutilating, defacing, tampering with, or removing Library materials, furnishings, fixtures, landscaping, or technology is prohibited.
- Willful destruction or damage of Library property is not allowed.
- Patrons may not use Library property—or personal property within the Library—in a way that creates a safety hazard.

Restricted Items and Substances

- Smoking, vaping, and use of tobacco products are prohibited inside the Library; related paraphernalia may not be displayed.
- Alcoholic beverages are not permitted on Library property.
- Weapons are prohibited except as allowed by RSMO 571.030; intentional displays of firearms are not allowed.

Use of Cell Phones and Other Devices

Cell phones are allowed in the Library; however, please keep conversations brief and quiet. If your call is loud or lengthy and does not require access to a public computer, you may be asked to step outside to complete it.

Audio equipment may be used with a headset but will not be allowed if sound can be heard outside of the headset.

Patrons may use personal laptop computers or other devices with screens in the Library and may plug them into available power outlets. However, they may not be directly plugged into the public or staff computers. Personal computers or devices may use the Wi-Fi to connect to the Internet, but not LAN via ethernet cable. Cords must not pose a safety hazard.

The Library is not responsible for any damages to personal computers, tablets, smart phones, or e-readers during their use at the Library.

Soliciting

Soliciting on Library property is prohibited. This includes requesting funds for individuals or organizations, selling items for any cause, and panhandling. The only exception is the sale of books during author events. Petitioning is also prohibited inside the Library by law.

Fundraising activities conducted by or on behalf of the Library—through the Ozark Regional Library Foundation or Friends of the Library—may be permitted. However, patrons will not be asked by staff or outside individuals to make purchases or contribute to any Library-related cause or fundraiser during normal Library operations unless initiated by patron.

Accessibility

The Ozark Regional Library adheres to the Americans with Disabilities Act that assures equal access to employment opportunities and access to all Library facilities, services, activities, and programs. Every attempt is made to accommodate the needs of those with disabilities, and the Library welcomes input about ways the Library can more completely serve them. Questions about ADA compliance and complaints or suggestions about accessibility of Library facilities or programs should be addressed to the Library Director.

Service Animals

Animals are not permitted in the Library, except service animals as defined by ADA Revised Requirements (2010). Patrons are required to maintain control of their service animals while visiting the Library, and any animal which is out of control or is not housebroken will be asked to leave the building (28 CFR 35.136).

Service animals are defined by statute and individually trained to do work or perform tasks for people with disabilities. Under the ADA, service animals must be harnessed, leashed, or

tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Lost, Unattended, and Abandoned Items

The Library maintains a lost items bin where patrons may locate personal items that have been found at the Library. Library Staff can direct patrons to this bin. Personal items include, but are not limited to jackets, caps, children's items, ear buds, sunglasses, reading glasses, notebooks, etc.

Patrons are not required to present an ID to claim their property from the lost items bin. The Library reserves the right to empty the lost items bin annually. Items that have not been claimed will be donated to local charities or properly discarded.

Lost Items of Value

Library staff make every effort to contact patrons who have left behind items of value, depending on the patron contact information that is readily available. Items of value include wallets, bags and purses, legal ID, cash, checks, and other such items. These items may also include jewelry, watches, and electronics.

Valuable items are stored in a locked area for at least seven (7) business days and may be claimed by individuals who can present proper ID or proper description of the item. Items of intrinsic value that are not claimed within 7 business days will be turned over to local law enforcement.

Unattended and Abandoned Items

Library staff reserve the right to collect any items appearing to be unattended on Library property. These items will be sent to the lost items bin or stored in the locked area and proper lost items procedures will be followed.

Items appearing to be abandoned on Library property will be properly discarded or turned over to local law enforcement. The Library reserves the right to immediately contact local law enforcement when any suspicious item is located on Library property (i.e., bags and backpacks, boxes and packages, electronic items, and vehicles).

Lost Library Cards

Lost library cards may be held at the circulation desk for up to one month. The Library may note on the patron's account that a lost card is being held at the circulation desk. The Library reserves the right to deactivate and discard lost library cards once a month.

Conduct Issues

Any person not abiding by these or other rules and regulations adopted by the Library Board may be denied the privilege of access to the Library or its resources, by the Library Director or designee. Library employees will contact law enforcement authorities if illegal activities are observed or reported or as otherwise deemed advisable. Based on the nature of the offense, warnings and other preliminary steps may be bypassed.

The Library reserves the right to restrict and/or suspension in accordance with this policy, any person not abiding by the published Patron Policy Manual and other Library policy adopted and published by the Library Board of Trustees from time to time.

Progressive Suspension/Banning Process

- Patrons who violate Library policy will receive a verbal warning and an opportunity to correct their behavior. Continued misconduct may result in suspension of Library privileges.
- Repeat violations of the behavior policy will result in the patron being asked to leave the Library for the remainder of the day.
- Additional violations will result in suspension of Library privileges for no less than seven (7) days and up to thirty (30) days. Library cards will be deactivated during the suspension period, and parents of minors will be notified.

Indefinite suspensions or immediate removal may result from recurring, frequent, or illegal infractions of Library policies.

Notification of Action

Any patron who has been suspended from the Library shall be provided with written notification indicating the reason/s for the ban within ten (10) days, the Library policy violated, the duration of the ban, and appeals process.

An incident report is to be filed by Library staff immediately to the Library director, in addition to verbal notification of the action to the administrator or supervisor in charge when applicable.

Immediate Suspension

Communication of threats, physical violence, sexual misconduct (including but not limited to, indecent exposure, unwelcome touching or sexual harassment toward staff or Library patrons), or engaging in any illegal acts or conduct in violation of federal, state, or local law, ordinance or regulation will result in immediate suspension from the Library and the notification of law enforcement authorities.

Appeals Process

- Any patron who is subject to enforcement of Library policy may file a written appeal to the Director within ten (10) days of receiving written notification.
- The Director will review the appeal and provide a written response—affirming, overturning, or modifying the enforcement action—within ten (10) days of receipt.
- Patrons who disagree with the Director’s decision may submit a written appeal to the Library Board within ten (10) days of receiving the Director’s determination.
- The Library Board will review the appeal at its next regularly scheduled meeting and provide a written response affirming, overturning, or modifying the enforcement action.

Noncompliance with Suspension

Any person who disregards a request by a staff member to leave the building and/or premises for a violation of Library policy or who enters the Library or premises while suspended will be considered a trespasser and will be immediately reported to local law enforcement authorities and subject to arrest and prosecution for trespassing.

Meeting Room and Public Forums

The meeting rooms of the Ozark Regional Library are available so the library can promote its programs and services to the people of Iron and Madison counties, and so civic, cultural, and educational organizations may have ready access to library resources. The fact that the group is permitted to meet at the public library does not constitute an endorsement of the group’s policies or beliefs.

The Director of the library or designee authorizes use of the meeting room and maintains Its schedule. In case a question is raised as to the objectives and activities of any organization or group requesting use of the meeting room, the Ozark Regional Library Board of Trustees has the final authority in granting or refusing permission for the use of the meeting room.

The following regulations apply to the use of the meeting room and any departure therefrom may be made only by written authorization from the Director of the library.

Availability

- Library programs and library related programs have priority in the use of the meeting room.
- The meeting room is available for use by organizations of a civic, cultural, or educational character, but not for social gatherings, money-raising events, or commercial purposes. Organizations may rent the meeting room for educational purposes such as training and workshops. (See the fee schedule on the application form.)
- All meeting room programs must announce an age range for said programs.

- Children may use the meeting room provided they are supervised by a parent/legal guardian. The supervising adult shall be responsible for any damage.
- Meetings which disrupt library functions may not be scheduled.

Scheduling

- A completed [application](#) must be submitted before a meeting may be scheduled. (Revised 7/14/2023) Applications can be found on the Library's website or circulation desks.
- Application for permission to use the meeting room must be made at least 48 hours in advance and not longer than three months prior to the scheduled meeting.
- The meeting room is available for non-library sponsored events only during library operating hours.
- Recurring reservations will be accepted for no more than three months at a time. The library reserves the right to refuse or cancel recurring reservations should they interfere with library programs.
- Generally, no group or organization may use the meeting room more than once a month. The library may grant exceptions for educational classes or other reasons.
- In the event of an emergency, the Library Director reserves the right to cancel meeting room reservations. In the event of severe weather conditions, a group representative will be responsible for listening to local radio stations or checking the library's website for closing announcements.
- If your meeting is cancelled for any reason, please notify the library.

Refreshments and Housekeeping

- Setup is the responsibility of the organization holding the meeting or event.
- Organizations may serve light refreshments such as coffee and cookies. No cooking is permitted.
- Alcoholic beverages, tobacco, vaping, and recreational drug use are not permitted.
- Organizations are required to leave the meeting room clean and orderly. Please notify the circulation desk staff when the meeting is over.
- All meetings must end at least 15 minutes before the library closes.

Responsibility for Equipment and Facility

- No signs, displays, or exhibits may be attached to the walls in any manner.
- Organizations shall accept responsibility for the repair of damage or replacement of lost equipment.
- No materials, equipment, or furniture belonging to groups or organizations may be stored on library premises. The library does not assume responsibility for any items left on the premises. Revised 7/14/2023

General Regulations

- Neither the name, phone number, nor address of the Ozark Regional Library may be used as the official address or headquarters of an organization.
- The purposes, objectives, or views of groups using the meeting rooms shall not be advertised in any way to suggest that they are endorsed by Ozark Regional Library. Any publicity for the meeting must include the statement “This program is not sponsored or endorsed by the Ozark Regional Library.” Phone number on the publicity must be that of the organization hosting the meeting, not the library. The library is not able to promote or answer questions about non-sponsored organizations or events.
- All meetings at the library are to be free and open to the general public. Admission fees or collections are prohibited. The only exceptions are in the case of paid registration which is necessary to cover expenses, e.g., for formal workshops or institutes or a fee to cover actual cost of a library sponsored program. Such exceptions must be approved one month in advance of a scheduled meeting.
- The Director of the library or designee is authorized to terminate the meeting of any group that becomes disorderly or objectionable and to deny subsequent use of the meeting room to groups that violate policies and regulations.
- No additional furniture or equipment other than that furnished by the library is to be used without library approval with the exception of laptops and tablets. (Revised 7/14/2023)

Public Forum Areas

Public libraries are classified as “limited public forums,” which essentially recognizes that libraries have the ability to place “time, place, and manner” restrictions on speech and speech-related activities occurring on their property as long as the restrictions are both reasonable in nature and viewpoint neutral.

Filming and Photography Policy

Filming and photography are allowed as described below only to the extent that it does not interfere with the delivery of library services and is consistent with the Library’s mission. All parties involved in filming and photography are expected to follow the Library Behavior Policy.

Persons filming or photographing on library premises have sole responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed. The Library undertakes no responsibility for obtaining these releases. Presence in the Library is not consent on behalf of patrons for use of their image or likeness by any third party.

Failure to obtain releases and permissions from persons being filmed or photographed will be deemed unacceptable behavior for purposes of enforcing the Library’s Behavior Policy.

Library staff shall terminate any photo session that violates Library policies or appears to compromise public safety, patron confidentiality, or security. Termination may occur at any time that the activities become basically incompatible with the normal activity of the Library’s use, safety, and function.

Bulletin Board

The Library may allow posting of information on the Community Bulletin Board on a space-available basis if the event is free and open to the public.

Posting of notices or distribution of materials at the Library does not indicate Library endorsement of the ideas, issues, or events promoted by those materials. The Library assumes no responsibility for any inappropriate use of posted information.

Library staff will remove outdated postings or postings known to have been on display for one (1) month or longer. Library staff may reserve the right to remove inappropriate material from the bulletin board. Inappropriate material may include but not be limited to explicit words or images, threatening or disturbing content, or other material as may be deemed inappropriate by the Library Director.

Display Cases

Patrons are encouraged to contact the Director concerning useful displays to be loaned to the Library. Although safety and protective measures are in place (locks, staff observation, etc.), the Library cannot be held responsible for any damaged, lost, or stolen items loaned for the display case.

Displays are approved at the discretion of the Director.

See [Artist's Release](#) for information on extended in-house displays. Extended displays are determined in coordination with the Director and Branch Manager.

Library Building and Grounds

Public Petition

Organizations or individuals may present public petition on Library grounds as long as sidewalks, parking spaces, driveways, and Library entrances are not obstructed in any way. Public petitioning is not allowed inside Library buildings, including lobby areas.

Public petitioning on Library grounds does not in any way constitute an endorsement by the Library of the petitioner's policies or beliefs, and no claim to that effect nor claim to Library sponsorship may be used, explicit or implicitly, in advertising petition drives held on Library grounds. Neither the name nor address of the Library may be used as the official address or headquarters of any outside organization.

Library Programming

The Ozark Regional Library provides a wide variety of programs that promote the enjoyment of reading and provide cultural, educational, and recreational enrichment to the community.

Content

Programs will be planned to meet the interests and needs of community members and will represent the wide range of ideas and views contained in material collections. Presentation at the Library of any specific idea, strategy, financial plan, or investment does not constitute endorsement. Organizations or business affiliations used by the Library in promotions does not constitute endorsement, merely acknowledgement.

Library staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions, or events
- Relation to Library collections, resources, exhibits, and programs

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of potential controversy. Library staff who present programs do so as part of their regular jobs and are not hired as outside contractors for programming.

Library programs must be non-commercial. No solicitation for business will be permitted. The sale of products at a Library program is not allowed except for the following:

- Authors may sell their own work at Library sponsored events to encourage reading and the Library's mission of lifelong learning
- Library fundraising through Foundation and Friends events such as annual book sales

The Library may partner with another agency or community organization when programs are central to the Library's mission. Co-sponsored programs must include participation by Library staff to plan and develop program content, provide logistical support, or include information about Library collections relevant to programs.

In general, Library programs are free. However, a materials fee may be occasionally requested to cover the cost of materials used in a program; this fee will not exceed the cost of materials and will be stated on all promotional materials.

Some programs may require pre-registration.

Attendees are requested to silence electronic devices and refrain from accepting calls during programs.

Adult programs are intended for an adult audience. Age-appropriate designations will be affixed to program publicity.

The Library welcomes expressions of opinion from customers concerning programming. If a patron questions a Library program, they should first address the concern with a Library staff member. Patrons who wish to continue their request for review of Library programs may submit a [Request for Reconsideration](#) form. Requests for review of programs will be considered in the same manner as requests for consideration of Library materials.

Social media

The Ozark Regional Library has established social media sites in order to inform Library users about Library programs, events, and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events, and materials. The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing Library programs, events, and materials. Libraries are limited purpose public forums, and as such, are only obligated to permit the public to exercise rights that are consistent with the nature of the Library and consistent with the government's intent in designating the Library as a traditional public forum. All postings related to this mission statement (as so determined by the Library in its sole discretion) are permitted except as otherwise stated in this policy.

Agreement

By joining, utilizing, and/or posting on the Library's social media sites, you agree to comply with this policy, and the Ozark Regional Library policy on Internet and Computer use, as applicable.

Disclaimer

The Library is not responsible or liable for the content of postings by third parties on any Library sponsored social media site, and postings do not reflect the opinions or positions of the Ozark Regional Library, its employees, or Board of Trustees.

No Privacy

You should have no expectation of privacy when posting on Library sponsored social media sites, and by utilizing these sites, you consent to the Library's right to access, monitor, and read any postings on the sites. The Library in its sole discretion shall determine whether postings on its social media websites are public records and whether exemptions from disclosure apply.

Ownership

By posting on the Library's social media sites, you give the Library permission to use your name, profile picture, and the content of any posting you make without compensation to you or liability on the part of the Library. This permission ends if you delete your posting.

Posting

Any postings inconsistent with the purpose of the Library's social media site, as determined by the Library in its sole discretion, may be removed in accordance with the process set forth in this policy. Examples of postings not permitted include, but are not limited to:

- Advertisements
- Spam
- Obscene content
- Disparaging, harassing, abusive, profane, or offensive material
- Hateful, threatening, pornographic content which contains graphic or gratuitous violence
- Potentially libelous or defamatory postings
- Privileged, Proprietary, or confidential information
- Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property and copyright laws
- Discriminatory content
- Sexual harassment
- Addictive products or illegal substances
- Political content

Use of Photography

The Library may take photographs of events and Library activities expressly for the purpose of posting to social media sites. The Library will inform patrons, verbally, when photography is taking place. If a patron does not wish the Library to post photos of themselves or their minor children, the patron has that right and must inform Library staff not to post the photos of themselves or their minor children, to ensure those photos will not be posted.

Violations of this Policy

Postings which the Library in its sole discretion, deems unpermitted under this policy, may be removed in whole or in part by the Library immediately upon its discovery by the Library without prior notice. The Library reserves the right to terminate accounts, ban or block users who have posted in violation of this policy on more than one occasion.

Information Security

As a state funded and locally tax supported government agency, Ozark Regional Library is entrusted with the duty of collecting sensitive and personal information about Library staff and

patrons. The Library will protect information contained within its systems and services from unauthorized disclosure, modification, or destruction, whether accidental or intentional. The Library will comply with Federal and State regulations regarding the duties of state and local agencies maintaining personal information systems and Federal grant awards (CFR 200.303). Additionally, because credit cards are accepted for the payment of Library Foundation fees, ORL will comply with the Payment Card Industry Data Security Standard (PCI-DSS).

As a member of the Missouri Evergreen Consortium (MEC), whose libraries constitute an interconnected or combined system in order to enable resource sharing, the Library supports and abides by the Missouri Evergreen Policy on Personally Identifiable Information. The Library's Information Security Policy is to be used concurrently with the Missouri Evergreen Policy on Personally Identifiable Information.

Administrative Procedure

This policy applies to all employees, full-time and part-time, temporary and permanent, and on-site contractors and consultants. Volunteers will not be given access to patron or staff personally identifiable information.

All handling of patron records and card processing activities and related technologies will comply with this policy. Additionally, patron records are defined as personally identifiable information about an individual who has used any library service or borrowed any library materials.

The Library Director and Assistant Director are designated to oversee the Library's Information Security Policy. They will address potential internal and external security risks to the security, confidentiality, and integrity of personal information that could result in a compromise as follows.

Internal Risks

Risk is addressed through employee training and Library management. Library managers, under the direction of the Library Director and Assistant Director, are responsible for ensuring that this policy and the responsibilities of their direct reports are communicated to Library staff and that the Library staff will comply with this policy in the course of their staff duties.

Upon employment with Ozark Regional Library, the appropriate manager will train all newly hired staff on information security policies and procedures with signed acknowledgement documentation and periodically review opportunities during professional development.

Patron records and paper versions of library card applications will be stored securely and destroyed upon purging records per MEC policy.

Cardholder records require the cardholder's legal name, current address, and a current phone number and/or email address to communicate account information to the patron. Library

cardholders are assigned a unique six-digit pin to access their cardholder account online; library staff do not have access to this number but can reset it when necessary.

In accordance with the Library's card policy, cardholder's are responsible for ensuring that their account information is accurate and up to date. The Library will provide information about a minor child to their parent, guardian, or custodian only.

All candidates for employment with Ozark Regional Library are hired contingent on a successful background check. Volunteers ages 18 and older are also subject to background checks.

Applications for employment and background check information are securely stored and subsequently destroyed in accordance with the [Missouri Local Records Retention Schedule](#). While not considered patron or cardholder records, applications for employment by those who are not hired by the Library are also securely stored and destroyed after six (6) months.

Disciplinary action up to and including termination may be applied when a breach of confidentiality in regard to personal information is discovered.

Access to Personal Information via Staff Computer

Risk is addressed by staff training and management. Only authorized users of Library equipment will have access to workstations and software where confidential information is stored. Authorized users include Library staff members and contract employees.

The Library requires unique logins and password protection on staff terminals. Patrons will not be permitted access to staff terminals under any circumstances. Volunteers will be provided access to terminals only when those terminals do not contain, or provide access to, patrons' confidential information.

Authorized users must notify their direct supervisor immediately if secure information, including passwords and confidential information is lost, stolen, or shared (inadvertently or otherwise) or are suspected of being lost, stolen, or shared.

Authorized users will lock all computers, laptops, and mobile devices with password protection when not in use or when devices are located at unattended terminals. Users will keep all mobile devices secure in locked staff areas when not in use.

Before any equipment that stores confidential information is discarded, sold, or returned, the Library will make certain that hard drives are secured or completely erased.

External Risks

Risk is addressed for the Missouri Evergreen Consortium via third party vendors which are configured to protect cardholder data. The Library will also maintain a local firewall to protect against external intrusion. Unique credentials and passwords are required for access to patron information.

The Library will ensure that antivirus software is maintained and regularly updated, and that security checks are run regularly.

The Library will contract with outside service providers who are capable of maintaining appropriate safeguards to patron information. Vendor-supplied defaults for system passwords and other security parameters will not be used. All third-party providers and vendors are required to uphold the Library's Information Security Policy.

Breach of Security

While the Library has put into place physical, electronic, and managerial procedures in an effort to safeguard and secure the information collected to prevent unauthorized access; and to ensure the correct use of information, it cannot guarantee that information collected will never be accessed by unauthorized users.

Any security breach or suspected security breach of confidential information must be reported immediately to the Library Director and IT department. They will investigate and respond to any suspected intrusion or firewall failure, and will notify staff of the situation.

The Library Director will take disciplinary action where appropriate, when and if error on the part of specific Library staff members are involved in the breach.

The Library Director will communicate with any impacted patrons and/or members of their staff. This will include notification of the breach and what steps, if any, the Library will take to remedy the situation for the patron or staff member.

Library Internet Security Overview

This section provides a detailed overview of the security measures in place to protect the library's internet connection. Our goal is to ensure a safe and secure online environment for all patrons and staff.

Antivirus Software

Antivirus software is a program designed to detect, prevent, and remove malware and other malicious software from computer systems. It provides real-time protection and regular scans to ensure devices remain secure. All library computers are equipped with antivirus software that is regularly updated. The software is configured to perform daily scans and automatically remove any detected threats. Patrons and staff are educated on best practices to avoid malware infections, such as not downloading untrusted files or clicking on suspicious links.

Physical Firewall

A physical firewall is a hardware device that filters incoming and outgoing network traffic based on security rules. It serves as a barrier between the internal network and external threats. The library's internet connection is safeguarded by a physical firewall device. The firewall is

configured with security policies that block unauthorized access attempts and potential threats. Regular updates and maintenance are performed to ensure the firewall remains effective against new vulnerabilities.

WPA2 Encryption

WPA2 (Wi-Fi Protected Access 2) is a security protocol that provides data protection for wireless networks. It uses Advanced Encryption Standard (AES), which is highly secure and widely recognized. Implementation All library wireless access points are configured to use WPA2 encryption. Users must authenticate with a secure password to gain access to the network. Regular password updates and complex password requirements are enforced to maintain security.

Web Filters

Web filters are software or hardware tools that restrict access to certain websites and online content. They help protect users from harmful or inappropriate material. Implementation The library uses web filtering software to control and monitor internet access. Categories of restricted content include malware, phishing sites, explicit material, and other inappropriate content. Custom rules can be set to block specific URLs or keywords.

Conclusion

The library takes reasonable cybersecurity measures to safeguard information, including protected personally identifiable information (PII) and other types of sensitive data. This includes information designated as sensitive by federal agencies or pass-through entities, as well as information that the recipient or subrecipient considers sensitive. These measures are in compliance with applicable federal, state, local, and tribal laws concerning privacy and confidentiality. The library is committed to maintaining a secure and safe internet connection for all users. To ensure robust protection against potential threats, we use antivirus software, a physical firewall, WPA2 encryption, and web filters. Regular updates and security audits are performed to continuously enhance our security measures.