

JACKSON PARISH LIBRARY

Jonesboro, Louisiana

PATRON SERVICES POLICY MANUAL

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TABLE OF CONTENTS

CIRCULATION POLICIES & PROCEDURES	4
Obtaining a Library Card.....	4
Loan Period(s)/Item Limits	5
Overdue Fines.....	6
Lost Items.....	6
Library Materials Chart	7
OUTREACH SERVICES POLICIES & PROCEDURES	8
OUTREACH SERVICES APPLICATION	9
ELECTRONIC RESOURCES ACCESS POLICIES & PROCEDURES	10
Acceptable Use	10
External Networks and Internet Access.....	10
Confidentiality	10
Legal, Ethical, and Responsible Use	11
Monitoring/Sanctions	12
Online Privacy Statement.....	12
Wireless Access Policy.....	13
SOCIAL MEDIA POLICIES & PROCEDURES	14
Definition of Social Media	14
Rules/Guidelines.....	14
Disclaimer.....	15
Cyberbullying.....	15
EQUIPMENT USE POLICY	16
In-House Use Equipment.....	16
Check-Out Use Equipment.....	17
EQUIPMENT USE FORM	18
LIBRARY LAPTOP CHECKOUT AGREEMENT	20
LIBRARY E-READER CHECKOUT AGREEMENT	22
FACILITY USE POLICY	24
Guidelines for Facility Use	24
Equal Accessibility.....	26
FACILITY USE APPLICATION	27
PROCTORING POLICY	29
PROCTORING FORM	30

PATRON RIGHTS & RESPONSIBILITIES	32
Guidelines	32
Procedure for Implementing Policy.....	34
SEX OFFENDER REGULATION POLICY	35
Restrictions.....	35
Exceptions to Restrictions	35
Procedures	35
Authority Note.....	36
PATRON SUSPENSION POLICY	37
Procedures	37
Guidelines for Suspension	38
Guidelines for Immediate Suspension and Permanent Banning	38
PATRON NOTICE OF SUSPENSION IN-HOUSE.....	39
PATRON NOTICE OF SUSPENSION LETTER	40
REMOVAL REPORT	41
PATRON POLICIES/PROCEDURES AGREEMENT	42
PATRON CONCERN FORM	43
LIBRARY CARD REGISTRATION FORM.....	44
INTERNET USAGE AGREEMENT	46
STANDARD RELEASE FORM	47

JACKSON PARISH LIBRARY
LIBRARY SERVICES POLICIES & PROCEDURES
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CIRCULATION POLICIES & PROCEDURES

In the best interest of all patrons (Jonesboro Branch, Chatham Branch, and Bookmobile) of the Jackson Parish Library, the following regulations are necessary.

Patrons must have a valid library card in order to borrow all library materials and must present the card to check out materials. Library cards may be purged due to non-activity. Verification of patron information may be required at any time.

OBTAINING A LIBRARY CARD

Residents of or property owners within Jackson Parish, or non-residents who are employed in the parish, may obtain their first library card free of charge by completing a library card application, providing proper identification and completing the address verification process. The fee for the replacement of lost or damaged cards is \$2.00 per card. Card/key tag combinations are issued to adult patrons only. These patrons must apply for a library card in order to further utilize public library computers. All patrons without a library card will be asked to show proper identification in order to verify parish residency prior to receiving computer access.

Non-residents or visitors may be granted a computer pass when visiting the library pending proof of residency shown at the time of request for computer access. Patrons who cannot show proof of residency at the time of the request will be denied computer access. In the event a non-resident or visitor would like access to materials for check-out purposes, they may obtain a library card by completing a library card application, providing proper identification, posting a \$25.00 refundable deposit and completing the address verification process. The deposit will be refunded to the patron when the card is surrendered and the patron's library account voided. All materials must have been returned and all outstanding fines, fees and other charges must have been paid in full for the account to be voided and the refund to be issued. Refunds will not be issued to any person other than the patron on the library account.

Residents of neighboring parishes who have a Trail Blazer System card issued by their home parish library and are in good standing with their home parish library may obtain a Jackson Parish Library card free of charge by presenting the system card and providing proper identification at the time of the request.

Children five (5) years of age or who are enrolled in kindergarten can have a library card issued in their own name. A parent or guardian is required to sign the application for all juveniles younger than 18 years of age. Parents or guardians are responsible for all materials borrowed

and fines incurred by their minor children. The child's library account will be linked to the library account of the signing parent or guardian. It is to be understood that in the event either account retain unpaid fines or fees or become in bad standing with the library, all linked accounts will be blocked from further use of library services, along with the delinquent account, until the issue(s) are resolved.

New patrons are required to complete the address verification process. This process must be completed in person. No over the phone or email requests for library card applications and/or address verifications will be accepted. The patron must self-address the verification postcard during the application process using the address on record with the library. It is requested that the patron do so legibly. The address verification postcard will then be mailed to the patron at the address listed. Until the address verification process is complete, new patrons accounts are considered unverified and are limited to only 3 items checked out at a time. This limit includes a maximum of 1 audio/visual item at a time. The patron must bring the postcard back to the library within thirty (30) days and present it to a staff member at the circulation desk with photo identification and his/her library card. The first address verification postcard is free. If subsequent cards must be mailed to verify a patron's address a fee will be charged to the patron's account. Once an unverified account has reached thirty (30) days after application the account will be blocked from further library service use until the address verification post card is returned or the patron requests a second address verification postcard be mailed out. The second address verification postcard fee is \$.50. Once the second postcard has been sent, the block will be removed and patrons will have another thirty (30) days of limited library use within which they should return the verification postcard. Should patrons fail to do so, the account will be blocked again at the end of the second thirty (30) day period. This blocked status will not be removed until the account is officially verified. Any other address verification postcards requested after the second postcard will be \$1.00 per card.

If a library card is lost or stolen the cardholder is required to notify the library immediately so the patron's card can be blocked from unauthorized use. Patrons are responsible for notifying the library promptly of any change(s) of name, address, telephone number, *or other identifiable information. *In the event of such changes, individuals will be held responsible for any library fines or fees incurred on previous cards under previous identities. Failure to notify the library about a lost, stolen or missing library card means the cardholder, or the parent/guardian of the cardholder, will be held responsible for any library fines or fees incurred on the card.

LOAN PERIOD(S)/ITEM LIMITS

Most books and other materials are loaned for two weeks (14 days). Books and materials not on reserve or not on a waiting list may be renewed for an additional two weeks. Renewals are limited to once per item. Renewals can be done by telephone, in person or online through the library's website. Once an item has been renewed once, the patron is expected to bring the item in for check-in. Should the patron desire to check-out the item again, they may do so as long as the item is not on reserve or a waiting list at the time of return.

Loan periods and fines for library materials may vary according to ownership and/or material format. There are also varying item limits on the number of materials that may be checked out to patrons. Adult patrons are allowed to check out a maximum of fifty (50) items. Juvenile patrons are allowed to check out a maximum of twenty-five (25) items. Juvenile patrons are not

allowed to check out Inter-Library Loan books, DVDs, Blu-Rays, or Playaways. Varying item limits on certain material formats still apply. ***Please see the Library Materials Chart at the end of this section.** Please ask a staff member if you have any questions regarding check out limits and/or fines for particular items.

Some materials, such as test preparation materials may require a refundable cash deposit of \$10.00 to check out. The deposit is refunded to the patron when the material is returned by the due date and in good condition with no damages or missing items. Refunds will not be issued to any person other than the patron on the library account on which the item was borrowed. However, the patron on the borrowing account may call the library and submit a name, first and last, of another person who is approved to return the item and pick up the deposit.

The library has after-hours book return drops at both locations. Books and other materials can be returned through the book drop after regular library hours and on weekends, holidays and other times when the library is closed. ***DVDs and BluRay discs may not be returned through the book drop, but must be brought inside the library to the circulation desk. A fine of \$1.00 will be charged for each item returned through the book drop.**

OVERDUE FINES

Borrowers who owe overdue fines totaling \$10.00 or more must pay the amount due in full before any further materials can be checked out or library computers used. Borrowers who owe overdue fines totaling less than \$10.00 but who have owed the fines for 90 days or more must pay the amount due in full before any further materials can be checked out or library computers used.

LOST ITEMS

The library's software will automatically consider lost any overdue items not returned within 90 days of the date due. Patrons will be mailed a bill for the full cost of the items. Patrons can return lost items and upon check in will only be responsible for paying the overdue fines incurred for the item. Once the lost item has been deleted from the library catalog, patrons will no longer be able to return the item if found and will be responsible for the full cost of replacing the item. Borrowers who fail to return these materials or remit full payment for them will lose their borrowing privileges until their account has been cleared of all charges and may be subject to further collection action. Lost items can be paid in full per individual item lost rather than one full amount at once. No payment equaling less than the full cost of any of the listed items lost will be accepted.

LIBRARY MATERIALS CHART

Item	Fee	Fine	Maximum Fine	Loan Period	Item Limit
1st Library card	FREE			No expiration	
Replacement Card	\$2.00			No expiration	
Books		.05/day	\$2.00 per book	14 days	*See patron limits above.
Inter-Library Loan Books		\$1.00/day	Unlimited	Varies	2
DVD/BluRay		\$1.00/day	\$3.00 per item	7 days	5
Music CD		.05/day	\$2.00 per item	14 days	2
Audio Book CD		.05/day	\$2.00 per item	14 days	*See patron limits above.
Playaway		.05/day	\$2.00 per item	14 days	2
Magazines		.05/day	\$2.00 per item	14 days	*See patron limits above.

OUTREACH SERVICES POLICIES & PROCEDURES

The mission of Outreach Services is to provide recreational and educational library materials to Jackson Parish residents who are unable to come to the library and/or bookmobile due to physical or institutional limitations.

Residents of healthcare facilities and nursing homes and homebound individuals in their own residences are eligible to receive Outreach Services from the Library. Homebound is defined as being confined to one's home due to illness, age, disability, or other qualifying circumstance. Individuals must have no other means of receiving library materials in order to qualify for Outreach Services. Each request for service is assessed on a case-by-case basis.

Materials available through Outreach include the same material available to all patrons. Outreach is one of the many services of the Library. As such, it follows the same regulations of the library as a whole. All policies and procedures that govern regular library activities also govern Outreach Services. All Outreach Services patrons should make themselves familiar with the Circulation Policies & Procedures, Patron Rights & Responsibilities, and Patron Suspension Policy.

Nevertheless, certain benefits are extended to those who participate in the program. Because recipients of this service receive and return library materials based upon the Outreach delivery schedule, no overdue fines will be charged to Outreach patron accounts. However, participants are responsible for all items checked out on their cards and will be responsible for all fees associated with lost or damaged materials.

Library services to Outreach patrons will be added, adjusted or reduced based on budgetary concerns, library planning/events and staff needs.

Outreach services will provide and follow, when possible, a schedule for visits. Visits may be in the form of browsing hours or room-to-room visits. Patrons may make special requests, or choose from the items brought. Library staff is responsible for selecting materials for delivery based on patron requests and information included in the Outreach Services Application.

Applicants must be fine-free before beginning the program. Eligibility will be determined based on the application turned in and possible interviews.

Temporary participation may be granted on a situational basis as needed. Once the circumstances leading to participation have been resolved, participation will cease and the library patron will be reverted back to regular patron status.

ELECTRONIC RESOURCES ACCESS POLICIES & PROCEDURES

The Library's mission is to provide patrons with the best and most current resources possible. It is within this context that the library offers access to the electronic resources environment, including access to the Internet and its multitude of resources. The library also provides access to databases, software and electronic devices.

ACCEPTABLE USE

The Jackson Parish Library provides access to a variety of electronic resources. These include digital products, locally mounted databases, and access to databases and the internet. In order to encourage the responsible use of these resources by our users, the library has established the following definitions, guidelines, and policies.

Children under the age of eighteen (18) must have permission from a parent/legal guardian as indicated on their library card registration form and library record in order to access the Internet on the library's computers. Children under age twelve (12) will be required to be accompanied by a parent or guardian when using library computers. Computers in the children's area are reserved for use by children under the age of twelve (12). All minors are required to read and follow the Kid's Rules for Online Safety posted in the library and available at the information desk.

EXTERNAL NETWORKS AND INTERNET ACCESS

The Jackson Parish Library provides free access to resources available on the Internet. The library takes precautions to protect its system and equipment from external threats (viruses, etc.). However, users of any publicly accessible systems and equipment should be aware of the potential for transmission of computer viruses. Downloading is generally not available from these machines. If available, downloading is done at your own risk. The library is not responsible for any computer viruses transmitted to customers' computers, drives or accessories.

The library does not control the availability of external connections to other computer systems which may change unpredictably. Not all sources on the Internet provide accurate, complete, or current information. Therefore, the library does not assume responsibility for the content and/or accuracy of information residing on other computer systems or the internet. Parents or guardians of minor children are responsible for supervising their children's use of the library's Internet resources.

Individual assistance on using the library's Internet connection is available upon request. Many staff members are able to answer questions and offer suggestions on where to search for information. Library staff members do not provide in-depth training in the use of computers or their resources. However, the library does offer in-depth training in the use of computers, the Internet and other resources throughout the year in the form of prescheduled classes.

CONFIDENTIALITY

In accordance with our mission and ALA guidelines, the library protects the confidentiality of our library users' borrowing and library use records. However, patrons using the library's computers to send and receive personal messages or information over the Internet are advised that the privacy of those communications is not guaranteed. As a precaution, users should avoid posting personal information such as home addresses, phone numbers, and credit card numbers to

websites or any unknown Internet users. Upon the completion of use, it is always recommended that patrons sign out of any email, bank, or other personal online accounts accessed while using the library's computers. The library is not responsible for any unauthorized access to patron's online accounts before, during, or after use of library computers.

LEGAL, ETHICAL, AND RESPONSIBLE USE

Library equipment used to access electronic resources and/or networks may only be used for lawful purposes by library customers and staff. Library electronic resources should be used in accordance with the ethical standards of the library. By using library system equipment and electronic infrastructure, library customers imply their agreement to abide by the Library's Rules and Regulations and the following list of acceptable behaviors.

- Users of electronic resources will respect the needs of other library users to do research in quiet, calm surroundings without interference from others.
- Users of electronic resources will not bring food or beverages (including water) into the library. These items can cause severe damage to equipment if spilled or dropped.
- Users will not cause damage to equipment, software or databases through abusive or destructive behavior.
- Children accompanying users of electronic resources are to be supervised and monitored to prevent them from playing with the equipment or otherwise causing damage.
- Parents/Guardians, not library staff, are responsible for monitoring their children's use of the Internet and other electronic information resources accessed using the library's connection.
- Users are responsible for material that is accessed. The Internet may contain some material of a controversial nature.

Examples of unacceptable use include, but are not limited to, the following:

- Harassment or stalking of other users.
- Libeling or slandering other users.
- Cyberbullying in any and all forms.
- Destruction of, damage to, or unauthorized modification of equipment or software belonging to the library.
- Disruption or unauthorized monitoring of electronic communications.
- Unauthorized or illegal copying of copyright-protected material, a violation of US law (US Code, Title 17).
- Violation or attempted violation of computer system security. This includes rearranging or tampering with equipment or network connections in any way.
- Engaging in activity that wastes technology resources including bandwidth, file space, and printers.
- Violation of software license agreements, network usage policies and regulations.
- Violation of another user's privacy.
- Violation of law by using the library's electronic systems to display explicit sexual material.

MONITORING/SANCTIONS

The Library staff monitors the use of the library's electronic resources. The Library reserves the right to interrupt activity or block access to sites that interfere with the performance of the library's computer system, conflict with authorized use of library resources or equipment, or violate local, state, or federal law.

Library staff determine appropriateness of use and can, at any time, end electronic access. Users may be denied access and asked to leave the premises if offensive material is displayed or use is disruptive to other users. Prohibited uses and/or failure to comply with library policies and local, state and federal laws, including Children's Internet Protection Act (CIPA) and the Neighborhood Children's Internet Protection Act (NCIPA), may result in the permanent loss of electronic resources access privileges. In compliance of these measures, internet access is filtered for all users to certain content which are obscene and/or harmful to minors. Appeals of such loss should be made in writing to the Library Director in accordance with Library policies.

Failure to use the library's equipment appropriately and responsibly may result in revocation of library use privileges, and may also have legal consequences.

Individuals wishing to object formally to images, text, or other content of the Library's electronic resources or who wish the library to permit access to a blocked site may fill out the Citizen's Request for Review of Electronic Resources form and submit it to the Library Director. Requests for appeal of decisions made by the Library Director will be referred to the Library Board.

ONLINE PRIVACY STATEMENT

The Library is committed to protecting the privacy of visitors to its website. The following sets forth our information gathering and dissemination practices:

When you visit the Library's website, we may collect and store information only to measure the number of visitors to different areas of our site to assist us in making our site more useful to you. This information may include:

- The address (IP) of your computer or internet provider
- The date and time you accessed our site
- The Internet address of the web site that referred you to our site.

We may ask visitors to our site to provide their e-mail address, postal address and/or telephone number only when needed to assist in answering inquiries or providing information. If a user submitting their postal address, e-mail address or telephone number is suspected of being younger than 13 years of age, we will delete this information from our records in accordance with the Children's Online Privacy Protection Rule (COPPR).

In accordance with the Library's practice of confidentiality, we will not sell, lease, or otherwise distribute or disclose your e-mail 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 approval from a parent or legal guardian. In accordance with the Children's Online Privacy Protection Rule (COPPR), we will only display on our site a

child's first name, last initial, location and/or age to announce contest winners and display user submitted comments.

The Library's website may use "cookies" to allow you access to certain functions 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. Some of the Library website pages 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 notice. If our information practices do change, we will post the policy changes on our site 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 the Library Director.

WIRELESS ACCESS POLICY

Wireless Internet access (Wi-Fi) is provided free of charge by the Library at the Main Library and the Chatham Branch for users who have the required hardware and software needed for this service. All wireless users should have up-to-date anti-virus protection on their devices. Use of the library's wireless service is in agreement with the terms and conditions of this policy.

The library assumes no responsibility for the safety of equipment, data files, device configurations, or security resulting from the network connection.

Wireless service is provided as a free service and on an "as is" basis with no guarantee of service. Users are responsible for setting their equipment to access the wireless network. Library staff will not provide technical assistance and will not assume responsibility for hardware configurations and security changes resulting from connections to the network. If you are unsure if your laptop or other device has a wireless function, please check with the manufacturer or your laptop supplier.

There may be some dead spots where wireless reception is limited. Moving to another location within or surrounding the facility may result in a stronger connection. The library does not guarantee that a wireless connection will be made.

Printing access is available via the wireless connection. However, if your printer function is not working, your file can be saved to a flash/thumb drive or emailed and printed from a public computer at the regular printing rate.

The use of sound is not permitted in the library. To access audio files, headphones are required and need to be provided by the user or can be purchased for a small fee at each location. As with most public wireless networks, the library's wireless network is not secure. Any personal information transmitted (including credit card numbers, passwords, and other sensitive information) could potentially be intercepted by another computer user.

SOCIAL MEDIA POLICIES & PROCEDURES

Jackson Parish Library offers information via various social media outlets and tools for educational, cultural, civic and recreational purposes. Jackson Parish Library's social media accounts provide a limited (or designated) public forum to facilitate the sharing of ideas, opinions and information about library-related subjects and issues. Library social media is intended to create a welcoming and inviting online space where library users will find useful and entertaining information and can interact with library staff and other library users. Comments are moderated by library staff and the library reserves the right to remove comments that are unlawful or off topic (not library-related subjects and issues).

Posts containing the following are against library rules or unlawful and will be deleted before posting or removed by library staff:

- Copyright violations
- Off topic comments
- Commercial material/spam
- Duplicated posts from the same individual
- Obscene posts
- Harassment
- Specific and imminent threats
- Libelous comments
- Images

This list is illustrative and not exclusive. Off topic comments, as defined above, shall be subject to removal. By choosing to comment, post, or interact in any way via Jackson Parish Library's social media forums you agree to the following definitions, rules, and guidelines:

DEFINITION OF SOCIAL MEDIA

Social media is defined as any web application, site or account offered and/or maintained by the library that facilitates the sharing of opinions and information about library related subjects and issues. Social software includes such formats as blogs, listservs, websites, social network pages (Facebook, Instagram, etc.) or posts to community reviews and patron ratings of library materials.

RULES/GUIDELINES

1. Comments are moderated by the Jackson Parish Library. The Library reserves the right to remove unlawful or off-topic comments.
2. In order to protect your privacy, refrain from posting personally identifying information. Parents/Guardians are responsible for any posts made to Jackson Parish Library social media forums by their children. The Library is not responsible for any unwarranted information posted by patrons.
3. Posting of images is not permitted.
4. All comments must conform to the library's Social Media Policy.

5. By registering and/or submitting a comment or post to any of the library's social media forums, you are agreeing to the Jackson Parish Library Social Media Policy.

DISCLAIMER

Opinions expressed in social networks managed by the Jackson Parish Library, except as specifically noted, are those of the individual authors. Views presented do not necessarily represent the views or policies of, or endorsement by, Jackson Parish Library.

CYBERBULLYING

Jackson Parish Library is committed to each individual's success in an environment free from discrimination, violence and bullying, including all forms of cyber-bullying. Please be aware that any such conduct may result in the loss of computer privileges and/or library privileges and that this loss may be permanent depending on the nature of the offense.

EQUIPMENT USE POLICY

The Jackson Parish Library exists to initiate, nurture and feed a passion for knowledge and learning. To help satisfy this mission, the library recognizes the need to provide access to a variety of audio visual and office equipment.

Staff should ascertain whether the borrower is familiar with the equipment, and if not, provide either written or verbal instructions.

While library equipment is available at any time during the library's normal operating hours, to allow sufficient time for staff lock up procedures, users should be prepared to surrender equipment well prior to the library's closing.

The library reserves the right to terminate service to anyone not using library equipment in a responsible manner. Borrowers are responsible for damage done to library equipment while checked out under their name, or as a result of their misuse or abuse.

In-House Use Equipment

1. ACCUCUT: The library allows the public access to its Accucut equipment and related dies. To protect the library as much as possible from liability the library prohibits anyone under age thirteen (13) from using the cutter without library staff or other adult assistance. The use of this equipment is free of charge; patrons should contact library staff to reserve their time and use of the equipment. This equipment is located at both branches.

2. LAMINATOR: The library provides laminating services. All lamination services are a minimum charge of \$1.00. Further lamination costs are as follows:

- 8½" x 11" documents \$1.00 per row
- 8½" x 14" documents \$1.50 per row
- 11" x 17" documents \$2.00 per row
- Oversized (larger than 11" x 17") documents \$2.00 flat rate plus \$.10 per inch after

The measurement charges include the "waste" associated with lamination (primarily found at the beginning and/or end) due to the costs associated with the lamination film. This equipment is located at the Jonesboro Branch only.

3. MAGNIFIER: When available, patrons may use an electronic low vision reader. This equipment is located at the Chatham Branch only.

4. MICROFORM READERS: Microformat workstations are available on a first come, first served basis. No reservations are taken for this equipment. Researchers are asked to be considerate of others and limit their use of any one machine to one hour when others are waiting. While fiche and film may be retrieved from the storage cabinets by the user, to assure that items are not misfiled they should be returned to the librarian or to the box marked for the return of fiche or film. This equipment is located at the Jonesboro Branch only.

5. PAPER CUTTER: When providing the public access to the paper cutter(s), the library's liability exposure is tied to any negligence the library may have in making this service available. Because providing access to a paper cutter is the kind of service people traditionally look to a

public library for, to protect the library as much as possible from liability the library will: Prohibit anyone under age thirteen (13) from using the cutter without library staff or other adult assistance; and provide the following warning: "WARNING! The paper cutter is sharp and can cut you if it is not used properly. Persons using this tool do so at their own risk. Persons under the age of thirteen (13) are prohibited from using this tool without direct supervision from library staff or other responsible adult." This equipment is located at both branches.

6. PHOTOCOPIERS/PRINTERS: Copies are available in letter (8½" x 11"), legal (8½" x 14") and ledger (11" x 17") sizes at the prices posted. No one should ever monopolize a copier/printer for more than twenty minutes at any given time. Copy prices are as follows:

- 8½" x 11" copies are \$.15 per page
- 8½" x 14" copies are \$.25 per page
- 11" x 17" copies are \$.50 per page

These are flat rates regardless of ink color and/or one-sided or two-sided prints/copies. This equipment is located at both branches.

7. TELEFAX: The library's public fax machine number for the Jonesboro Branch is 318-259-3374. The library's public fax machine number for the Chatham Branch is 318-249-2981 Faxes sent and/or received are \$1.00 per page. This equipment is located at both branches.

8. TELEPHONES: Library desk phones are for official library business and are not available for public use. Staff may make exceptions in extenuating circumstances (i.e. a child's request to call a parent for a ride home). This equipment is located at both branches.

Check-Out Use Equipment

1. LAPTOPS: Persons may borrow designated laptops upon completing a Laptop Checkout Agreement. All library laptops available for check-out shall be equipped with tracking software/devices. Rules for checking out laptops may differ from those governing other library check-out materials. This equipment is located at both branches.

2. PROJECTORS: Persons may check out a portable projector or slide projector for three (3) days by submitting an Equipment Use Application and posting the required deposit. This equipment is located at both branches.

3. KINDLES: Persons may borrow designated Kindles upon completing a E-Reader Checkout Agreement. Rules for checking out laptops may differ from those governing other library check-out materials. This equipment is located at both branches.

EQUIPMENT USE FORM

Please print or Type. *Required information

*Name and Address of Organization/Individual: _____

*Phone: _____ Cell Phone: _____

*Date of Check-Out: _____ *Date Due: _____

Reservations: All reservations are subject to availability. Reservations are made on a first-come, first-serve basis, up to four (4) months in advance. Library needs have precedence over non-library related functions and may preempt reservations. A maximum of one (1) projection may be loaned at any given time.

Fees: A \$25.00 deposit is required at the time of reservation and will be refunded if the following conditions are met: (1) Equipment is returned in original condition; (2) Equipment is returned on time. The library also reserves the right to assess charges for damage to equipment and/or failure to return loaned equipment on time as determined by the Library Director.

Waiver statement: The applicant and/or organization listed above ("Indemnitor") hereby agrees to indemnify and hold harmless the Jackson Parish Police Jury, the Jackson Parish Library Board of Control and the employees of the Jackson Parish Library ("Indemnitees") from and against all claims, demands, causes of action, lawsuits and any liability (including all costs, expenses and attorney's fees) incurred by borrowers in the defense of any causes of action brought against borrowers collectively and/or separately on account of any obligation on which the borrowers are bound hereunder (for personal injury, death or property damage including personal injury to or death to the borrowers' personnel and/or property damage to borrowers' equipment) including any causes of action which result from the negligence of the borrowers, their agents and/or assigns in equipment belonging to or used by borrowers for the benefit of borrowers which might arise out of or in connection with the service or courtesies rendered by the borrowers herein. Indemnitor specifically agrees to indemnify, defend and hold harmless from any and all causes of action arising out of the Louisiana Products Liability Act and Louisiana Law of Redhibition. This agreement remains binding until and unless it is revoked by both parties hereto and remains in effect for operations that may, from time to time, take place after execution of same.

I hereby apply for use of the following equipment:

My signature certifies that I have received and/or read a copy of the Jackson Parish Library's Equipment Use Policy and the waiver statement above and agree to abide by the same.

Signature of applicant

Date

To Be Completed By Library Staff

Deposit Received: \$ _____ Cash or Check # _____

By: _____ Date: _____

Deposit Refunded to: _____

Amount of refund: \$ _____ Cash or Check # _____

Deposit refund received by : _____

Witness: _____ Date: _____

LIBRARY LAPTOP CHECKOUT AGREEMENT

Complete the information below:

Library Card # _____

Driver's License/ID # Verified:

In this agreement, "we", "us", and "our" means the Library. "You" and "your" means the patron/user of the Library. The "property" is a laptop owned by the Library with the following serial/asset tag numbers:

Place Serial Number/Asset Number Here

- Terms:** You will comply at all times with the Jackson Parish Library's Laptop Checkout Policy, incorporated herein by reference and made a part hereof for all purposes. Any failure to comply may terminate your rights of possession effective immediately and the Library may repossess the property. I understand that I'm responsible for deleting any information I add to this device, including notes, bookmarks, logins to password-protected wi-fi spots, and links to my email or social networking sites like Facebook and Twitter. I understand that the library will not be responsible for any damages incurred if I use my personal information on the device. (See Electronic Access Resources Policy and Procedures) I agree to return the device to the front desk and not the book drop. I understand there will be a \$20 charge to my account if I put the device in the book drop. I agree to use only the provided power adapter and cable for charging. I agree to not change security settings or in any way tamper with the device.
- Title:** Legal title to the property is in the Library and shall at all times remain in the Library. Your right of possession and use is limited to and conditioned upon your full and complete compliance with this Agreement and the Library's Laptop Checkout Policy.
- Loss or Damage:** I understand I'm responsible for replacement if the device is damaged during the time it's checked out to me. If the property is damaged, lost, stolen, or not returned you will be assessed fees and charges up to \$1,145.00. Loss or theft of the property or damage due to fire must be reported to the Library by the next day after the occurrence.
- Repossession:** If you do not timely and fully comply with all terms of this Agreement and the Library Laptop Checkout Policy, including the timely return of the property, the Library shall be entitled to declare you in default and come to your place of residence, or other location of the property, to take possession of the property.
- Term of Agreement:** Your right to use and possession of the property terminates not later than the last day of the checkout period unless earlier terminated by the Library.

Appropriation: Your failure to timely return the property and the continued use of it without the Library's consent may be considered unlawful appropriation of the Library's property.

Please Complete:

Patron's Signature

Date

Print Name

Contact Number

Laptop Due Date: _____

Verified by: _____

LIBRARY E-READER CHECKOUT AGREEMENT

Complete the information below:

Library Card # _____

Driver's License/ID # Verified:

In this agreement, "we", "us", and "our" means the Library. "You" and "your" means the patron/user of the Library. The "property" is a laptop owned by the Library with the following serial/asset tag numbers:

Place Serial Number/Asset Number Here

- Terms:** You will comply at all times with the Jackson Parish Library's Laptop Checkout Policy, incorporated herein by reference and made a part hereof for all purposes. Any failure to comply may terminate your rights of possession effective immediately and the Library may repossess the property. I understand that I'm responsible for deleting any information I add to this device, including notes, bookmarks, logins to password-protected wi-fi spots, and links to my email or social networking sites like Facebook and Twitter. I understand that the library will not be responsible for any damages incurred if I use my personal information on the device. (See Electronic Access Resources Policy and Procedures) I agree to return the device to the front desk and not the book drop. I understand there will be a \$20 charge to my account if I put the device in the book drop. I agree to use only the provided power adapter and cable for charging. I agree to not change security settings or in any way tamper with the device.
- Title:** Legal title to the property is in the Library and shall at all times remain in the Library. Your right of possession and use is limited to and conditioned upon your full and complete compliance with this Agreement and the Library's Laptop Checkout Policy.
- Loss or Damage:** I understand I'm responsible for replacement if the device is damaged during the time it's checked out to me. If the property is damaged, lost, stolen, or not returned you will be assessed fees and charges up to \$125. Loss or theft of the property or damage due to fire must be reported to the Library by the next day after the occurrence.
- Repossession:** If you do not timely and fully comply with all terms of this Agreement and the Library Laptop Checkout Policy, including the timely return of the property, the Library shall be entitled to declare you in default and come to your place of residence, or other location of the property, to take possession of the property.
- Term of Agreement:** Your right to use and possession of the property terminates not later than the last day of the checkout period unless earlier terminated by the Library.

Appropriation: Your failure to timely return the property and the continued use of it without the Library's consent may be considered unlawful appropriation of the Library's property.

Please Complete:

Patron's Signature

Date

Print Name

Contact Number

Laptop Due Date: _____

Verified by: _____

FACILITY USE POLICY

The purpose of the Jackson Parish Library meeting rooms is to provide facilities for activities related to the library's program of service. To the extent of time available and in accordance with this policy, meeting rooms may be used by external organizations and individuals for library-related activities. Outside organizations or individuals using the meeting facilities must be domiciled or own property in Jackson Parish. The organizations include educational, cultural, historical, professional, hobby or community service groups of Jackson Parish. Organizations and individuals using the facilities for meeting room purposes must only engage in or propagate legal activities. Use of the meeting rooms does not constitute endorsement of the organization or individuals nor their activities or beliefs by the Jackson Parish Library.

Library initiated programs provide for "the interest, information and enlightenment of all the people of the community the library serves" as stated in Article 1 of the Library Bill of Rights adopted by the American Library Association and affirmed by the Jackson Parish Library. Moreover, a person's right to attend such a program shall not be denied or abridged because of origin, age, background or views (Article 5, Library Bill of Rights). Library programming shall include topics, books, speakers, courses, classes and resource materials selected by library staff on the basis of library interest and the needs of the community.

Selection of library programming shall reflect the Jackson Parish Library's philosophy regarding free access to information and ideas. Concerns expressed by the citizens of Jackson Parish regarding content of library initiated programs will be handled in the same manner as they are for library materials, and all written complaints will be promptly reviewed by the library administration or the Library Board.

Guidelines for Facility Use

The library meeting rooms may be reserved for after-hours use by outside groups only in specific limited cases and only with prior approval. Use of the meeting rooms is subject to the following considerations and regulations:

1. Meeting rooms are to be used for the benefit of the people of Jackson Parish for non-profit purposes for educational, recreational, social and cultural programs. Meeting rooms are not available for use for baby or wedding showers, birthday parties or personal celebrations not relating to a library purpose or furthering the library's mission. In general, meetings held in the library should be free, open meetings and no fees should be charged for attendance. In the case of civic clubs, book clubs and individual use, attendance may be restricted to the membership.
2. Reservations for the use of a meeting room must be made in advance and a deposit of \$25.00 must be made with the reservation. The deposit will be returned within one week provided this entire policy is followed.
3. The room must be restored to its original condition. No damage should be made to the carpet, facilities or equipment. Tables, chairs and other furnishings moved for the convenience of the meeting must be replaced as they were found.

4. Keys provided to organizations or individuals using a meeting room after hours must be returned to the front desk by 12:00 PM on the first day the library is open following the scheduled meeting.
5. Reservations are made on a first-come, first-serve basis on forms provided by the library. Reservations may be made up to three (3) months in advance. Meetings are limited to two (2) per month for each non-library related organization or individual. Meetings must be concluded and the library secured no later than 10:00 PM. Appointments will not be made to clubs or other groups on a weekly basis. The library administration reserves the right to cancel any reservation granted on a recurring basis. Library programming may preempt scheduled meetings of non-library organizations or individuals. *Library meeting rooms will not be available for public use during summer months due to the high volume of pre-planned library programming.
6. Applications must be submitted by a representative of the organization or individual, who shall be responsible for the conduct of the meetings, adherence to these regulations, payment of deposit and payment of any damages. If the room is to be used after hours, the person will also be responsible for picking up the key on the day of the meeting and knowing how to correctly disarm and re-arm the library's security system. This person is also responsible for returning the key as required.
7. No additional furniture or equipment, other than that furnished by the Library is to be used without prior approval.
8. Children's groups may use the meeting rooms when a responsible adult sponsor makes the reservation and arrangements as stated herein and provided the group is supervised by one adult for each ten children in attendance.
9. Refreshments may be served at meetings. Said refreshments must be prepared beforehand and brought ready-to-serve with serving containers. Items such as coffee, sugar, creamer, soft drinks, etc. found in the kitchen facilities are not to be used by groups using the meeting rooms. Dishes, glasses, silverware, etc. found in the kitchen facilities may be used, but must be washed and put back in the proper place. Under no circumstances are the dishwasher or other appliances to be left on when leaving the building. All trash should be removed from the building at the end of the meeting.
10. Alcoholic beverages and illegal drugs may NOT be brought onto the premises. Smoking is NOT allowed inside any area of the library building, including meeting rooms, hallways and restrooms. Smoking is NOT allowed within twenty-five (25) feet of any entrance to the building.
11. Audio-visual equipment is available for use if arrangements are made in advance and provided a qualified operator agrees to take responsibility for its use. Such equipment available are as follows:
 - Stationary Ceiling Projectors
 - Stationary Ceiling Speakers

- Piano (Jonesboro Branch only)
 - DVD/Blu-Ray Players
12. All announcements, press releases, flyers, etc. relating to meetings by outside groups must clearly state that the meeting is not sponsored by the Jackson Parish Library.
 13. Groups or individuals using the meeting rooms may not give the library's address or telephone number as a point of contact for the group or individual on any announcement, press release, flyer, etc. without written permission of the Library Director.
 14. The meeting room is primarily used by groups or individuals with an expected attendance of 10 or more, but must not exceed 80 people.
 15. Any unusual expenses incurred by the Library due to the meeting will be charged to the organization or individual, said expenses including but not limited to damage to any equipment, furniture or any other part of the facility and/or leaving the facility in disarray.
 16. The Library Director is authorized to refuse or revoke permission to any organization or individual violating the rules of use and care of the facility or when, in the judgment of the Director, a disorder is likely to occur. The meeting room facilities must only be used for normal, orderly usage and activities.

Equal Accessibility

The Jackson Parish Library requires at least 48 hours advance notice to ensure qualified interpreters or auxiliary aids are available for public meetings, programs and activities sponsored by the Library.

Organizations or individuals using the meeting rooms must comply with the ADA requirements and are responsible for providing qualified interpreters or auxiliary aids at their own meetings.

FACILITY USE APPLICATION

Please print or Type. *Required information

*Name of Individual/Organization: _____

*Address: _____

*Name of person making application: _____

Home address: _____

*Home phone: _____ Work/Cell: _____

*Date of Meeting: _____ *Time: _____ to _____

Eligibility: Organizations and individuals are eligible to use the meeting rooms up to two (2) times per month. Meetings should be free and open to the public, except in cases where attendance is restricted to members of club, organization, etc.

Reservations: Reservations are made on a first-come, first-serve basis, up to four (4) months in advance. Library programs have precedence over non-library related functions and may preempt scheduled meetings. Applications must be submitted by a representative of the organization or individual who agrees to accept responsibility for the conduct of the meeting, adherence to regulations, payment of fees and/or damages, and pick up and return of the keys.

Fees: The fee for the use of a meeting room is \$25.00. This fee is due at the time of reservation. The room should be restored to its original condition with no damage to carpet, facilities or equipment and tables, chairs and equipment should be replaced as found. Keys must be returned by 12:00 PM on the day following the meeting. The library reserves the right to assess janitorial charges and/or charges for damage to facilities or equipment.

Waiver Statement: The applicant, organization or individual (hereinafter called USER) listed above hereby agree(s) to indemnify and hold harmless the Jackson Parish Police Jury, the Jackson Parish Library Board of Control and the employees of the Jackson Parish Library from and against all claims, demands, causes of action, lawsuits or any liability (including all costs, expenses and attorney's fees) incurred by the USER in the defense of any causes of action brought against the USER collectively or separately on account of any obligation on which the USER is bound for hereunder (for personal injury, death or property damage including personal injury to or death of the USER's personnel and/or equipment) including any causes of action which result from the negligence of the USER, their agents, and/or employees and/or defects in equipment belonging to or used by USER for the benefit of USER which might arise out of or in connection with the service and/or courtesies rendered by the USER herein including but not limited to personal injury, death or property damage to any third parties whatsoever or to any agents, employees or assignees of the said USER herein. This agreement remains binding until

and unless it is revoked by both parties hereto and remains in effect for operations that may, from time to time, take place after the execution of the same.

I hereby apply for the use of a meeting room on behalf of the organization and/or myself as listed above. My signature certifies that I have received and read a copy of the Jackson Parish Library's Policy Regarding Use of Meeting Rooms and the waiver statement herein and agree to abide by the same.

Signature of Applicant

Date

To Be Completed By Library Staff

Usage Fee Received: \$_____ Cash _____ Check _____ Check # _____

Deposit Received: \$_____ Cash or Check # _____

By: _____ Date: _____

Deposit Refunded to: _____

Amount of refund: \$_____ Cash or Check # _____

Deposit refund received by : _____

Witness: _____ Date: _____

PROCTORING POLICY

The Jackson Parish Library offers test proctoring for distance learning and online students taking written and/or online tests. Proctoring is provided by appointment only, and a seventy-two (72) hour advance notice is required. Students must make arrangements in person by filling out the Test Proctoring Form. Tests received without advance notice will be returned to the institution. Students requesting test proctoring services are responsible for meeting the educational institution's as well as the Library's requirements. Students must verify that the proctoring conditions provided by the library meet all requirements of the institution administering the test.

Library staff members are available for proctoring during library public service hours. Students should allow adequate time for completion of the test regarding library hours. The Library will only proctor tests received from the educational institution via mail, fax, email, or website. The Library reserves the right to cancel the test for any reason.

The Library provides staff to oversee the test, a location in which to take the test, and if necessary, a public access computer. The library will not provide peripheral materials such as scratch paper, writing implements, calculators, etc. Please note that testing locations may not be private and/or quiet. This is especially the case when doing tests online at a public computer. While the student will be monitored, JPL staff cannot ensure that the student will be under complete observation during the entire test.

The Library expects students to pay any fees incurred due to the printing of testing materials, return postage, or faxing tests to or from the institution. Printing fees are twenty-five cents per page. Charges to fax tests are \$1.00 per page. Faxes sent to the Library will incur a \$1.00 per page charge. There is no charge for proctor instruction pages and/or proctor verification forms. The Library is not responsible for the lengths of tests due to printing. All charges must be paid before the test is administered. JPL cannot scan written tests and deliver them via email. Once the test has been scheduled, it is the student's responsibility to confirm that all testing materials have arrived to the test proctor. The number for the Jonesboro Branch is 318-259-5697 and the Chatham Branch is 318-249-2980. Students should always speak with their assigned proctor to ensure smooth and correct testing procedures.

The Library reserves the right to refuse to proctor any test if the requirements exceed staff or facility capabilities. Staff will not sign a proctoring verification form that attests to more than the staff is able to do during the testing process. Staff will not provide a resume or documentation of educational or professional background to the examining institution. The student will be required to present a picture I.D. before taking the exam.

The Library and staff are not responsible for difficulties arising from library computers, Internet connectivity, or online and/or the institution's testing software.

In the event that the student fails to take the test and the deadline has passed, JPL reserves the right to either mail the test back to the institution, if postage is provided, or shred the test. Students should contact their proctor immediately if they cannot make their scheduled test and either schedule another time to take the test or provide instructions to their proctor for the test's return to the institution.

PROCTORING FORM

Please print or Type. *Required information

Prior to filling out this form, carefully read the Library's Proctoring Policy and check with your educational institution to make sure that all of the testing requirements can be met by the Jackson Parish Library. Requests must be made seventy-two (72) hours in advance.

*Student Name: _____

*Address: _____

*Phone #: _____ Alternate Phone #: _____

*Email address: _____

*Institution Name: _____

*Institution Contact: _____

*Institution Contact Information: _____

*Course Name & #: _____

Type of Test: _____ Paper _____ Online _____ Unsure

*Test dates and times requested: _____

I have reviewed and agree to the Jackson Parish Library's Test Proctoring Policy.

- I agree to pay all test-related expenses (printing, faxing, etc.) incurred.
- I understand that although the library staff will do its best to meet my scheduling needs, the library staff will make the final date and time decisions regarding the test schedule.
- I will arrive for the test at the scheduled time and date. If I do not arrive at the scheduled time, it will be my responsibility to contact the proctor to request another date and time.
- I understand that a library staff member is obligated to follow the instructions and time limits of the examining institution.
- I agree to follow all instructions of the library staff member regarding the test.
- I will provide my own supplies for taking the test, eg., scratch paper, calculator, pens, pencils, etc.

Signature: _____ Date: _____

To Be Completed By Library Staff

Staff member to proctor: _____

Scheduled Date & Time: _____

Date Test/Password Received From Institution: _____

Date & Time Completed and/or Returned to Institution: _____

Expenses Incurred:

Copies (.15 per page): _____

Faxing (\$1.00 per page): _____

Postage: _____

Total Charges: _____

Paid in Full (staff initials): _____

PATRON RIGHTS & RESPONSIBILITIES

It is the purpose of the Jackson Parish Library to provide informational materials and services for public use. The following rules of behavior have been established to provide a secure, comfortable and safe atmosphere for our patrons; to protect the rights of our staff members to conduct library business without interference; and to preserve library materials and facilities. We reserve the right to enforce or amend the rules as necessary for each situation.

The Jackson Parish Library and its branches support the rights of all individuals to:

- Receive friendly, courteous and respectful service;
- Have free and equal access to information;
- Have a clean, comfortable and pleasant environment; and
- Use the library undisturbed without threat of harm, invasion of property, interference or discrimination.

Guidelines

To ensure a clean, comfortable and pleasant environment, the proper use and care of all library materials and buildings is essential.

- Patrons shall not deface library buildings or property or improperly remove library materials, equipment or furniture.
- Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building.

To allow for the safety of all patrons:

- Sidewalks outside and passageways indoors shall remain obstacle-free.
- Library patrons shall park bicycles and other vehicles only in authorized areas.
- Use of skateboards, rollerblades, roller-skates or scooters is not allowed in the library or on library premises.
- Large backpacks, bedrolls or other large bulky items should not block aisles and shall not be stored in the library.
- Library patrons shall not bring animals into the library, except as required by persons with disabilities.
- Fighting, challenging to fight, running, pushing, shoving and throwing things are not allowed.
- Verbally or physically threatening or harassing other patrons, volunteers or staff, including stalking, staring, lurking, offensive touching and obscene acts such as sex acts and indecent exposure are conducts that are not allowed on library property.
- Weapons shall not be brought into the library. Any object judged potentially dangerous by staff will be considered a weapon.
- Patrons shall promptly leave the library areas as they are cleared during closing procedures and leave the Library at closing time.

To ensure the safety of children, the Jackson Parish Library has in place and shall enforce the following:

The Jackson Parish Library wants children to use the facilities and services offered for its patrons. Children up to the age of four (4) must always be accompanied by a parent, legal guardian or assigned caregiver. Children age five through ten (5-10) must have the parent/caregiver in the immediate vicinity of and in visual contact with the child. The exception to this rule would be children attending a library program. However, the parent is expected to remain in the library building and immediately join the child at the end of the program. Children age eleven (11) and older may use the library unattended for an appropriate period of time for their age and maturity level, provided they are able to maintain proper library behavior. If a child up to the age of ten (10) is found unattended, the library staff will attempt to locate the parent/caregiver in the library and inform them of the policy. If the parent/caregiver cannot be found, or if the child is found unattended again, law enforcement will be called by the library staff. If a child in this age group violates the Patron Rights and Responsibilities, the parent/caregiver will be informed of the rules. If any inappropriate behavior continues, the family may be asked to leave the library.

The parent/caregiver, not the library staff, is responsible for the behavior and supervision of their children while using the library. Library employees cannot be responsible for children who are unattended or demonstrating inappropriate behavior while in the library.

If a child under the age of eighteen (18) is unaccompanied at closing time, the library staff may notify law enforcement to pick up the child. To ensure the safety of the child, library staff members will wait with him/her until law enforcement assumes custody.

Violation of this section is grounds for suspension of library privileges for the family.

To ensure individuals' rights to use the library free of disruption, library patrons shall refrain from:

- Disturbing others with loud or boisterous conduct;
- Repetitive breaking of library rules for the use of library spaces, materials, resources, services, facilities or equipment;
- Soliciting or panhandling inside the library;
- Using profane, obscene or injurious language;
- Using alcoholic beverages or illegal drugs; and
- Misusing restroom facilities in any way that prohibits others from accessing them.

The following also guide patron behavior to ensure minimal disruption of others:

- The reading room and computer lab have been designated as quiet areas, where talking on cell phones or skyping is not allowed. Patrons must be considerate regarding the use of cell phones by turning their phones to vibrate. Cell phone use is only permitted in the lobby or outside the building. Throughout the rest of the building, noise and talking are expected to be kept at low levels out of consideration for other patrons. Staff will remind patrons to be quieter if noise levels could be disturbing to others.
- Shirt and shoes are required.
- Patrons shall COOPERATE WITH LIBRARY STAFF who must interpret and apply these guidelines.

The Library Director or his/her designee may deny library access or service to any patron violating the above guidelines. Patrons whose privileges have been denied may request a review by the Library Board. Library visitors are asked to cooperate with library staff as staff must interpret and apply this policy. The intention of these principles is to promote excellence in library service to all.

Procedure for Implementing Policy

1. Patrons who exhibit any of the above unacceptable behaviors will be asked to stop and may be asked to leave the library if the behavior continues.
2. Library administrative staff may suspend or withdraw library privileges from anyone exhibiting the above behaviors.
3. Patrons engaging in criminal activity as defined by law are reported immediately to law enforcement authorities.
4. In the event a patron's privileges are suspended, they shall be prohibited from entering the library premises until their privileges are reinstated.

For further policy procedures please see the Patron Suspension Policy.

SEX OFFENDER REGULATION POLICY

The purpose of this policy is to:

1. Comply with the statutory mandates set forth in La. R.S. 14:91.2; and
2. Protect children from contact with persons who have been convicted of sex offenses where the victim was under 13 years of age

Restrictions

Effective January 1, 2013, persons who have been convicted of sex offenses where the victim was under the age of 13 (referred to as "sex offenders" for purposes of this policy) are restricted in their access to public library property, as follows:

- a. Children's Areas – No sex offender shall be physically present in any area of the library designated as a "children's area" or "young readers' area."
- b. Peak Children's Hours – No sex offender shall be physically present on public library property during peak hours of children's use of the library.
 1. During the school year, peak hours are defined as 2 p.m. to 6 p.m.
 2. During the summer, peak hours are defined as 9 a.m. to 11 a.m.
 3. Peak hours of children's use also include hours during which children's programs are scheduled. A library calendar is available online and at the front desk. In addition, a flyer or announcement for special programs will be located at the entrance of the library.
- c. Loitering within 1,000 feet – No sex offender shall loiter within 1,000 feet of public library property.
- d. Employment - No sex offender shall apply for, work for, or otherwise provide services to a library branch as an employee, contractor, sub-contractor, or volunteer.

Exceptions to Restrictions

- a. Police station/courthouse/polling station – There shall be no violation of this regulation if the sex offender is reporting to a police station, courthouse, or polling station that is within the restricted area.
- b. With special permission – There shall be no violation of this regulation if the sex offender has requested and has been granted written permission to be physically present on public library property from the library director or his/her designee, and the sex offender complies with any special restrictions contained within the permission.

Procedures

The Library Director shall be responsible for developing and implementing administrative and management procedures in furtherance of the policies stated herein. Recommended procedures include, but are not limited to, the following:

- a. Background checks – Implement procedures to provide that library employees, contractors, sub-contractors, and volunteers who will interact with children or will be required to work in the restricted areas may be subject to criminal background checks.

- b. Configuration – To the extent possible, each library and/or branch shall be arranged in a manner to ensure that areas devoted to children and young readers may be easily supervised by library staff, and such areas are segregated from other library resources and facilities.
- c. Notice – Implement procedures to ensure adequate public notice of each library branch’s times and dates of peak children’s hours and children’s programming. Adequate notice may include posting such information in a prominent location near the library’s entrance and on the library’s website or publishing in the local newspaper.
- d. Surrogate – Implement procedures to allow sex offenders to authorize a surrogate to check out library materials using the sex offender’s library card.
- e. Enforcement – Implement procedures to update policies, where necessary, and enforce policies regarding unattended children.

The Library Director and members of the public are invited to make recommendations to the Library Board to improve this regulation or suggest legislative changes that will allow public libraries to more effectively achieve the public purposes set forth herein. Those recommendations, along with any supporting documentation, should be submitted to the Library Board in accordance with normal library policies and procedures.

Authority Note

Act 693 of the 2012 Regular Session of the Louisiana Legislature amended and re-enacted R.S. 14.91.2. The effective date of the Act is January 1, 2013.

PATRON SUSPENSION POLICY

Due to increasing problems with patron behavior, the library is implementing a **zero tolerance** course of action for patrons who exhibit behavior that violates library policy to such a degree that immediate removal is deemed an appropriate action. The Patron Notice of Suspension can be used under these circumstances. The notice may also be issued when a patron refuses to comply with library policies when asked to do so by a staff member or deputy.

The suspension notice allows staff members to immediately suspend a patron's library privileges for a short period of time, usually no more than a week or two. Once the patron is handed this suspension notice, he or she may not return to any library branch until the date indicated on the form. At the end of the suspension period, the patron may return provided he or she is willing to comply with library policies. *For minors, the patron will not be allowed to return to the library pending a meeting between the Library Director and the patron's parent/legal guardian, in which an agreement is arranged based on the Library's Patron Suspension Policy.

The first suspension notice may be as short as three days, and usually no longer than a week. A second suspension notice should be for a longer time period, up to two weeks. If a patron's inappropriate behavior persists, the patron will not receive a third suspension notice, but will be banned from all library branches for a longer period of time. Therefore, it is important that library staff keep a copy of the suspension notices in order to be able to ban a patron, if it becomes necessary.

Any staff member may issue a suspension; however, it is appropriate for the supervisor on duty to sign off on the suspension, as a witness to the suspension. In addition, a deputy may request that a staff member issue a suspension notice; however, the staff member should issue the suspension.

Procedures

1. If a patron violates a library policy to the degree that you feel a suspension is warranted, complete the suspension notice, including as much information as possible. In the event the patron refuses to provide a real name, use the name or nickname they provide (if they provide one), or describe the patron as closely as you can. If you feel further explanation is needed, you may add that information to the bottom of the page.
2. Make a copy of the suspension notice for your records.
3. Hand the suspension notice and a copy of the policy to the patron. Highlight or circle, or otherwise note, the rule or rules that were violated.
4. Insert a detailed note on the patron's card account and identify the patron to other staff members so the suspension can be enforced as consistently as possible.
5. Give a copy of the suspension notice to the Library Director.

Suspension notices are not limited to any group of patrons, but may be applied to all patrons.

Guidelines for Suspension:

The following guidelines are suggestions for time limits to impose. You may need to vary those times, based on the circumstances and the patron's actions at the time. Please make every effort to be consistent in your actions.

Offense	Time (first suspension)	Time (second suspension)
Patron refuses to stop inappropriate behavior when asked to do so by staff: Example: patron continues to produce excessive noise (beyond normal talking) or exhibits behavior that disturbs other patrons; patron refuses to stop running; patron refuses to stop throwing books, etc.	One week	Two weeks
Rude, vulgar or offensive language directed towards patrons and/or staff	Two weeks	One month
Inappropriate use of the computers	Two weeks	One month
Harassing patrons or staff	Two weeks	One month
Refusing to obey staff requests to follow library policies	One week	Two weeks

Guidelines for Immediate Suspension and Permanent Banning

The following actions are grounds for immediate suspensions with subsequent permanent banning:

- Fighting
- Vandalism
- Theft or attempted theft
- Physical or verbal threats to staff or patrons
- Engaging in criminal activity as defined by law
- Resisting removal from the library when asked to leave because of behavior

Should a patron exhibit any of these behaviors, you may issue a suspension notice immediately. Contact the local police and follow up with an incident report and a recommendation for banning. This should be completed and addressed with all staff at all locations immediately so that they are made aware of the situation.

**PATRON NOTICE OF SUSPENSION
IN-HOUSE**

This form is to serve notice that _____
has violated the following policy:

- _____ Patron Rights and Responsibilities
- _____ Electronic Resources Access
- _____ Other (please list) _____

You are hereby suspended from library privileges at the _____ Branch Library
for a period of _____ days, beginning _____ and ending _____. You
may return on _____, provided you are willing to comply with library policies.

If you return to the _____ Branch Library before the date listed above, you
may be arrested for trespassing. Continued noncompliance after a second instance of
suspension will result in banning from all libraries for an extended period of time.

This is the: First suspension _____ Second Suspension _____

Suspension issued by: _____

Witnessed by: _____

Parents (if applicable): _____

Parents notified (document date they were notified): _____

Date: _____

Branch: _____

Notes:

**PATRON NOTICE OF SUSPENSION
LETTER**

Dear _____:

According to Jackson Parish Library Policy, behavior that disrupts the proper functioning of the Library, or is deemed offensive and disturbing to other patrons or staff is prohibited.

_____ has violated the _____ Policy (see attached) on repeated occasions during the recent day(s)/week(s)/month(s). Therefore, _____ has been officially banned from all Jackson Parish Library facilities and may not enter the grounds or building of any Library facility for a period of _____ day(s)/week(s)/month(s), as of _____ (date) and lasting until _____ (date). At the end of this period the patron will be allowed normal Library access.

Failure to comply with this order may result in arrest for trespass.

If you have any questions regarding this suspension notice, please contact me at (318) 259-5697.

Jackson Parish Library Director

REMOVAL REPORT

Date: _____ Time: _____

Patron Name: _____ Library Card #: _____

Patron Date of Birth: _____ Phone #: _____

Address: _____

Parent/Guardian's Name: _____

Has patron been removed previously? _____ If so, please give date, length of removal and reason: _____

Reason(s) for Current Removal: _____

The above described behavior committed by _____ warrants:

____ temporary removal from the Jackson Parish Library, including all branches, for the time specified: _____

____ permanent removal due to the serious nature of the infraction.

Library Staff on Duty

Deputy on Duty

PATRON POLICIES/PROCEDURES AGREEMENT

Please print or Type. *Required information

This form should be completed by the patron upon the end of a suspension period and before they are allowed to return to library premises.

*Name:

*Mailing Address:

*Home Phone:

Phone (other):

*Library Card #:

This is the:

First suspension

Second Suspension

Suspension lifted by:

Witnessed by:

Parents (if applicable):

Parents notified (document date they were notified):

Date:

Branch:

Patron Signature

Library Staff Signature

PATRON CONCERN FORM

Please print or Type. *Required information

This form should be completed by the person registering the concern.

*Name: _____

*Mailing Address: _____

*Home Phone: _____ Phone (other): _____

Nature of Complaint:

Your signature

Notice: All concerns will be turned over to the Jackson Parish Library Board of Control by the Library Director. Once the Library Board reviews your complaint, you will receive a written reply to ensure that your views have been addressed. If you so desire, you may arrange to appear before the Library Board to register your complaint in person; however, please be reminded that this written form must precede such action. Thank you for your interest and concern.



LIBRARY CARD REGISTRATION FORM

Please print or Type. *Required information

*Name: _____
Last Name First Name Middle Initial

Suffix _____

*Address: _____ Apt. # _____

*City/Town: _____

*Zip: _____ *Parish: _____

*Primary Phone: _____

Alternate Phone: _____

*Name of primary contact at this address for Library mailings:

*School: _____ *Grade: _____

Home-schooler: YES NO

E-mail: _____

*Date of Birth: Month: _____ Day: _____ Year: _____ *Gender M F

If email address is provided above, would you like to be informed about Library events via email? YES NO

By signing you apply for the privilege of using the Library and you promise to abide by all its rules, to give immediate notice of change of address, telephone number or email, and to promptly pay any late fees, lost materials or damages charged to your card. All registered card holders in good standing have equal right to access materials (not certain A/V materials such as DVDs, laptops, e-readers) and services the Library provides. Some services (i.e. computing) may require additional signatures. The Jackson Parish Library recognizes the legal guaranties of confidentiality as specified by law. The Library promises to keep all Library transactions of all clients confidential and will disclose information to secondary sources only if permission is granted by cardholder or upon legal subpoena.

Any child under 17 years of age must have a parent's signature. Parents and guardians signing for borrowers under the age of 17 are responsible for their overdue late fees and lost materials incurred by their usage. Parents and guardians are also responsible for monitoring the materials their children or wards borrow through personal interaction with the child. Please note the Library respects the confidentiality of all clients and extends equal privileges and responsibilities

to all clients regardless of age. Parents inquiring on a child's card will need to have the child's consent for information disclosure.

I have read the Patron's Rights & Responsibilities, the Circulation Policy & Procedures, other pertinent library regulations and this application in full and agree to comply with the guidelines presented.

*Applicant Signature: _____

Date _____

I certify that I am the legal parent or guardian.

*Parent/Legal Guardian Signature (if applicant is under 17)

*Printed Name _____ Date _____

+++++

Library use only:

Barcode _____

Identification Used & Number (Driver's License#):

Trail Blazer # _____

Staff Member Initials _____ Date _____



INTERNET USAGE AGREEMENT

Please check:

_____ I have read and will abide by the Jackson Parish Library's Electronic Resources Access Policy and related guidelines.

Name: _____
Last Name First Name Middle Initial

Suffix _____

*Address: _____ Apt. # _____

*City/Town: _____

*Zip: _____ *Parish: _____

*Primary Phone: _____

Alternate Phone: _____

Library Card # _____ *DOB: Month: _____ Day: _____ Year: _____

Email _____

*Patron Signature: _____

Date _____

If the user is under 18 years old, a parent or legal guardian must sign below.

The Jackson Parish Library assumes no responsibility or liability for any damages or violations, direct or indirect, arising from the use of its computing resources. Patrons are liable for any equipment or software damages that occur because of patron misuse.

PARENTAL PERMISSION

As with other library materials, I as a parent/legal guardian am responsible for my minor child's use of the Internet. I have read and agree to abide by the library's policies and guidelines and the terms of agreement above.

I certify that I am the legal parent or guardian.

*Parent/Legal Guardian Signature (if applicant is under 18)

*Printed Name _____ Date _____

STANDARD RELEASE FORM

Please print or Type. *Required information

*Participant's Name: _____

*Street Address: _____

*City, State, Zip: _____

I hereby authorize the Jackson Parish Public Library to publish the photographs taken of me, the interviews given, either orally or in print, and my name for use in the Library's printed publications and website.

I acknowledge that since my participation in publications and websites produced by the Jackson Parish Public Library is voluntary, I will receive no financial compensation.

I further agree that my participation in any publication and website produced by the Jackson Parish Public Library confers upon me no rights of ownership whatsoever. I release the Jackson Parish Public Library, its contractors and its employees from liability for any claims by me or any third party in connection with my participation.

Signature: _____ Date: _____