



# **LONG BRANCH**

## Free Public Library

**PUBLIC POLICY 2026**

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## **1. General Information**

### *1.1. Mission Statement*

As a nationally recognized library, we offer equal access to innovative, barrier-free resources committed to meeting the needs of our community and enriching lives.

### *1.2. Vision Statement*

We envision an essential library, renowned for excellence, that connects communities, champions inclusion, and welcomes all.

### *1.3. Values*

To fulfill our mission and realize our vision, the following ideals shall direct us in our service to the community and interaction with one another: Excellence, Community-Centered, Compassion, Equal access, Equity, Innovation, and Integrity.

### *1.4. Library Policies*

The Long Branch Free Public Library operates in compliance with applicable federal, state, and local laws, including the ordinances of the City of Long Branch. Library policies are established by the Board of Trustees to govern library operations and services. In any instance where library policy is silent or in conflict with applicable law or ordinance, the relevant law or ordinance shall take precedence.

The Library's Policy Manual is reviewed annually and updated as necessary with policies approved by the Board of Trustees.

## **2. Administration Policies**

### *2.1. Library Board of Trustees*

The Long Branch Free Public Library Board of Trustees is the governing board for the library. They are responsible for developing library policies, fiduciary oversight, and hiring the library's executive director. The board consists of seven to nine members, including two permanent positions: the Superintendent of the Long Branch Public Schools and the Mayor of Long Branch. The Remaining Trustees are appointed by the Mayor.

**Board Speaks and Acts as a Group:** The Long Branch Free Public Library Board of Trustees speaks and acts as a group

The Board will establish a cooperative working relationship with the officials of the City of Long Branch.

#### *2.1.a. New Trustees Orientation*

All newly appointed trustees will be given a tour of Library facilities and introduced to library staff by the library director. A packet including current board bylaws, a policy manual, an organizational chart, and an information brochure about the library will be provided to the new trustee.

#### *2.1.b. Board of Trustees Meetings*

The Board of Trustees meets once a month on the date established at the annual reorganization meeting in January. Annual notices of meeting dates are posted at City

Hall, the Library, and are distributed to the library's designated newspapers under the Open Public Meetings Act.

A public portion is included at the end of every monthly Board of Trustees meeting. Staff and community members are encouraged to attend and speak to the board at this time. The Board requires a monthly written report from the Director to be discussed at the monthly trustee meeting.

Any changes to the location or format of a meeting must be announced to the public at least 48 hours in advance; this information will be posted at the library, on the library website, and given to the library's designated newspapers.

Board meeting minutes and annual reports are available for the public to read at the library. Meeting minutes will be kept in perpetuity. Annual reports will be kept for a minimum of six years. Records will be kept in conformance with New Jersey State Laws. No records will be disposed of without prior approval of the Board of Trustees.

The library complies with the Open Public Records Act. Library patron records are considered confidential and would require a subpoena by a court to be released.

## 2.2. *Chain of Command*

The Long Branch Free Public Library Board of Trustees establishes the policies that library staff will implement under the supervision of the Director. A smooth-running library recognizes a chain of command. The chain of command for Long Branch Free Public Library is as follows:

- The line of authority for the Long Branch Free Public Library is:
  - Board of Trustees
  - Library Director
  - Assistant Library Director
  - Library Staff
- In the absence of the director, the Chain of Command will be:
  - Assistant Library Director
  - Librarian 4
  - Librarian 3
  - Librarian 2
  - Librarian 1
  - Supervisory Library Assistant
  - Library Associate

### 2.2 a Library Director

Among the duties listed in the position description, the following are the key functions of the Library Director:

1. Serve as the organization's principal administrator, representative, and spokesperson to the greater community
2. Manage recruitment and hiring of library staff to ensure that library services continue to be delivered as planned

3. Strategize the organization's short-range and long-range program and project goals. Strategic plan and annual report with long-range goals will be presented and approved to the board before implementation
4. Implement policies as approved by the Board of Trustees
5. Support the Board of Trustees
  - A. Ensure integrity and strength of Board leadership and address issues around clarity of role, governance, bylaws/policies, administrative structure, and membership
  - B. Assist with recruitment and orientation of new Board members
  - C. Prepare a monthly report to be presented to the Board of Trustees at monthly meetings.

### 2.3 *Legal Compliance*

Only the Library Director has the Board's authorization to comply with requests from law enforcement officers. The library can not make library records available to any agency of federal, state, or local government unless a subpoena, warrant, court order or investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form.

### 2.4 *Conflict of Interest*

It is essential and in the public interest to employ this Conflict of Interest as the standard of conduct for the operation of the Long Branch Free Public Library, individually and collectively.

#### 2.4 a. Definitions

##### Conflict of Interest

A conflict of interest exists when a Board member, employee, or member of a committee has a direct relationship, family relationship, or financial interest in the outcome of any proceeding, application, review, contract, or dealing with the Library and/or any board, committee, or agent thereof.

##### Direct Relationship

A direct relationship exists when a Library Board member, employee or member of a committee is employed by or is a member of a governing Board of any agency having business with the Library.

##### Family Relationship

A family relationship exists when any Library Board member, employee or member of a committee is related as spouse, child, parent, in-law or sibling, or is domiciled with a person.

##### Financial Interest

A financial interest exists when a person (Library Board member, employee or member of a committee), an agency employing that person, or an agency on whose governing board the person serves, may experience financial gain or loss as a result of an action of the Long Branch Free Public Library. Examples are:

- a) An ownership or investment interest in any entity with which the library has a transaction or arrangement,
- b) A compensation arrangement with the library or with any entity or individual with which the library has a transaction or agreement, or
- c) A potential ownership or investment interest in, or compensation arrangement with, any

entity or individual with which the library is negotiating a transaction or arrangement. Compensation includes direct or indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. A person who has a financial interest may have a conflict of interest only if the Library Board or appropriate committee decides that a conflict of interest exists.

#### Privileged Information

Privileged Information is information that Library Board members, employees, or members of a committee have access to which may not be divulged to the public, or to any vendors who may be interested in doing business with the library.

#### General Standards

- a) The responsibility of Library Board members, employees, or members of a committee of a library is to advance the purposes of the Library.
- b) Library Board members, employees or members of a committee shall not use, or attempt to use, their official position in the Library to secure unwarranted privilege or advantage for themselves or others, or for the institutions with which they have a direct relationship.
- c) Library Board members, employees, or members of a committee shall not, directly or indirectly, accept any gift, favor, reward, service, retainer, discount, compensation, or thing of value or promise thereof that might reasonably tend to influence them in the present or future discharge of their duties.
- d) Library Board members, employees or members of a committee shall not divulge privileged information.
- e) Conflicts as defined in this document shall not include matters that affect a class or general application. Therefore, if a matter affects a class such as customers of the Library and the members of the Library would benefit in a general way as opposed to any individual member, then this item or matter shall be considered a matter of class application. Matters of class application shall not be considered a conflict of interest as defined in this document.

#### Procedures / Duty to Disclose

- a) Any individual regardless of network affiliation, may raise the question of conflict of interest or possible conflict of interest.
- b) When a Library Board member, employee or member of a committee recognizes that he/she may be in a conflict or possible conflict of interest situation at a Board or committee meeting, he/she must disclose to the Library Board that there is a conflict

#### Determining Whether a Conflict of Interest Exists

- a) After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the Board Meeting or committee meeting while the determination of conflict of interest is discussed and voted upon. The remaining board or committee shall decide if a conflict of interest exists

#### Procedures for Addressing Conflict of Interest

- a) An interested person may make a presentation at the board or committee meeting, but after the presentation, he/she must leave the meeting during the discussion of, and vote on, the transaction or arrangement involving the possible conflict of interest.
- b) The Board President shall, if appropriate, appoint a disinterested person or committee to investigate the alternatives to the proposed transaction or arrangement.
- c) After exercising due diligence, the library board or committee shall determine whether the library can obtain a more advantageous transaction or arrangement from a person or entity with reasonable efforts that would not give rise to a conflict of interest.
- d) If a more advantageous transaction or arrangement is not reasonably possible under the circumstances, the board or committee shall determine by a majority vote whether the

transaction or arrangement is in the library's best interest and whether it is fair and reasonable.

- e) An interested person may disqualify himself/herself from any further participation, including but not limited to discussion.
- f) Absent himself/herself from the table during that portion of the meeting when the conflict or possible conflict exists.
- g) Return to the table when the vote is taken but abstain from voting.
- h) Sign a recusal form to be kept with the minutes of the meeting in question.

#### Violations of Conflict of Interest Policy

- a) If the board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis of such a belief and allow the member to explain the alleged failure to disclose.
- b) If, after hearing the member's response and after making further investigation as unwarranted by the circumstances, the board or committee determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary or corrective action.

#### Voting

- a) When it is determined that a conflict of interest or potential conflict of interest exists, the person in conflict must abstain from the vote and file a memorandum of recusal.
- b) When it is determined that a conflict of interest or a potential conflict of interest exists, voting on that issue may be by written ballot or voice vote.

#### Records of Proceedings

The minutes of the board and committee meeting shall contain:

- a) The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the board or committee's decision regarding whether a conflict of interest in fact existed.
- b) The names of persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including alternatives proposed, and a record of any votes taken in connection with the proceedings.

#### Compensation

- a) A voting member of the board or committee who receives compensation, directly or indirectly, from library services, transactions or arrangements is precluded from voting on matters pertaining to that member's compensation.
- b) Voting members of the board or any committee are prohibited from providing information about compensation to any interested party

#### Annual Statement

- a) Each member of the board or committee shall annually sign a statement that affirms such person has:
  - b) Received a copy of the conflict of interest policy
  - c) Has read and understands the policy
  - d) Has agreed to comply with the policy, and
  - e) Understands the library is a tax-exempt governmental organization, and to maintain its federal tax status, must engage primarily in activities to accomplish these tax-exempt purposes.

## **Appeal Process**

Any person who has been found by the Library Board to have behaved unethically may appeal to the State Librarian.

### **2.5 *Legal Counsel***

The Board of Trustees will name an attorney to represent its interests at the reorganization meeting in January of each year.

### **2.6 *Contracts and Agreements***

All contracts and agreements will be reviewed on an annual basis. A summation of all continuing contracts that includes the company name, inclusive dates and services to be performed will be provided to the Trustees at the November meeting each year.

### **2.7 *Financial Policies***

#### **2.7. a. Budget**

The director will prepare an annual operating budget with input from the Finance Committee and the Accountant. The tentative budget will be presented to the board at the November meeting in line-item form with a breakdown of each item and a comparison between the current year and projected year budgets.

#### **2.7 b Accounting**

The library's expenses will be accounted for in a general ledger by a Registered Municipal Accountant and accepted by the Board of Trustees. The Accountant will use the cash management plan approved by the board of trustees to guide depositing and investing Library funds.

#### **Reporting**

The director and representatives of the board will present the annual operating budget to the City Council at the time designated by the City Finance Director.

#### **Auditing**

An annual audit will be conducted by a Registered Accountant approved by the state of New Jersey and presented to the board by the June meeting. The Finance Committee will recommend an auditor at the January reorganization meeting.

#### **Charges**

The library charges for subscription library memberships, lost and damaged materials, photocopies and prints, and other items and services as approved by the board of trustees.

#### **Insurance**

The library is covered by the city's blanket policy. Employee theft is covered by the city's blanket bond and the treasurer of the board and the library director are individually bonded.

#### **Revenue**

Money received from any source shall be deposited within 48 hours of receipt. The petty cash fund will not exceed \$150 at any given time.

## Expenditures

The payment of bills will be authorized at the regular monthly meeting of the board of trustees.

Materials, goods, or services outside of approved budget expenditures over \$3,000 per item shall not be contracted by the director without prior approval of the board. This excludes routine expenses as approved in the annual budget. The director may contract for emergency repairs (up to \$3,000) without board approval.

Prepayment of bills: The library accountant shall be authorized to prepay any of the following obligations before the trustees approve payment of bills:

- a. Contractual agreements previously approved and authorized by the Board of Trustees
- b. Utility bills
- c. Any other item deemed necessary by the library director, given it is under \$3,000 and has been reviewed and authorized by the verbal approval of the majority of the board

## Fundraising

All fundraising projects are to be approved by the Board. An accounting of funds collected will be made to the Board. Board members and library staff should explore public and private sources of aid in fundraising for the library.

## 2.8 *Gifts and Donations*

1. Any non-monetary gifts for the general library materials collection, such as books, photographs, magazines, etc., will be accepted or declined for the library collection by the Director.
2. Major gifts, such as valuable art objects, portraits, sculptures, money and securities, shall be receipted by the Director and reported to the Board of Trustees. The Trustees shall accept or decline these gifts. If accepted, the gifts shall be managed by the Director as authorized by the Trustees.

## 2.9 *Privacy Policies*

Privacy is essential to the exercise of free speech, free thought and free association. The courts have upheld the right to privacy based on the bill of Rights of the U.S. Constitution. Privacy has deep roots not only in law but also in the ethics and practice of librarianship. In a library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about the users and keeps that information private on their behalf.

### *Long Branch Free Public Library Commitment to Confidentiality*

The LBFPL recognizes your right to privacy regarding the questions you ask and the materials you borrow. This notice explains your privacy and confidentiality rights, the steps LBFPL takes to respect and protect your privacy when you use library resources, and how LBFPL deals with personally identifiable information collected from users. LBFPL makes this notice easy to find on its home page and posts copies in each library.

### *Confidentiality of Library Records*

New Jersey State Law mandates that “records related to circulation of library materials which contain the names or other personally identifying details regarding the users of the State Library or any local library which is established or maintained under any law of the State or the library of any public school or branch reading room, deposit station or agency operated in connection therewith, shall be confidential and shall not be made available to anyone except by court order in a criminal proceeding.

### *Information LBFPL Collects*

The LBFPL collects the following information for library card registration: name, address (es), phone numbers, date of birth, driver license number, gender, email and assigned barcode. The Library also retains records listing all materials currently checked out, overdue materials until returned, late charges paid and waived, current interlibrary loan, intersystem reserve requests, and electronic reference requests. When a borrower returns an item, the patron barcode number is retained on the item until it is checked out again and returned. LBFPL may also collect this information from donors and other library supporters.

LBFPL does not ask library visitors to identify themselves or reveal any personal information unless they are borrowing books, requesting special services, registering for programs or classes, or making use of the LBFPL public workstation computers.

Some of the databases LBFPL offers require the barcode number of the user’s library card for verification purposes. Database vendors do not have access to patron records. These sites may have different privacy policies.

### *How LBFPL Protects Your Information*

Patron Library use records are private and confidential under N.J. State Law. LBFPL will not collect or retain your private and personally identifiable information without your consent. Further, if you consent to give us your personally identifiable information, LBFPL will keep it confidential and will not sell or license personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order. Only those authorized by LBFPL have access to personally identifying information for the purpose of performing library work.

To ensure the privacy and confidentiality of individual library use records, patrons are advised to not allow others to use their library cards or library account information. LBFPL deems patrons who allow third persons to use their library cards or library account information to have consented to the access of their private and confidential library use records by the recipients of their library cards or account information. Adults choosing to link their library account through Associations have likewise consented to the sharing of account information.

For Library administrative purposes, information may be shared with certain individuals or corporations outside the library, such as automation vendors in the normal course of database creation and management or agencies utilized in the collection of overdue materials and outstanding fees.

LBFPL never uses or shares the personally identifiable information provided to us online in way unrelated to the ones described above without also providing you an opportunity to prohibit such unrelated uses, unless we are compelled to do so under law or to comply with a court order.

### *In addition:*

Patron information will not appear on any circulation records available to the public.

Notice of overdue, lost or reserved materials will be mailed in a sealed envelope.

When notifying patrons of the availability of reserved or requested materials, titles will be given only to the person making the request.

Requests for information about materials associated with patron accounts (adult and child) can

only be responded to if the patron provides the barcode number on the library card, or if the patrons' accounts are associated.

In accordance with the LBFPL Internet Use Policy, due legal process is required to access LBFPL computers or any information stored therein.

#### *Redress*

Library users who have questions, concerns or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Director of Libraries. LBFPL will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

### 2.10 *Personnel Policies*

The Board of Trustees of the Long Branch Free Public Library recognizes the need for a good Personnel Policy. The New Jersey Civil Service and the City of Long Branch ordinances and regulations form the basic framework for employment.

The Board of Trustees of the Long Branch Free Public Library and the City of Long Branch employ library employees as co-employers. Due to the legal status of the Long Branch Free Public Library Board of Trustees within the City of Long Branch Municipal government, certain departures may occur, with regard to employment and personnel; policy, from those of the City of Long Branch.

The library is governed first by library personnel policy. However, if there is no library policy, then the Library Board agrees to follow the management union contract. When a policy is not covered by the management union contract, then the Library Board agrees to follow City of Long Branch Ordinance.

The library will institute progressive personnel administration practices recognized in federal, state, and local governments. Personnel administration will insure harmonious relationships between the administration and employees as well as among employees.

#### *Performance Standards:*

All employees will have written performance standards against which each employee will be evaluated yearly.

Job descriptions for all library employees comply with New Jersey Department of Personnel as governed by New Jersey Civil Service regulations.

#### *Classifications-Salary Schedule:*

Job classifications and salary guides are reviewed by the Personnel Committee of the Board of Trustees and the Director on an annual basis.

#### *Recruitment, Selection, and Appointment:*

It is the responsibility of the Library Director to determine the personnel needs of the library and to locate suitable candidates to recommend for employment by the Library Board of Trustees.

Employment in the Long Branch Free Public Library is covered by the New Jersey Civil Service regulations.

The Board of Trustees shall appoint a qualified Director that possesses a professional librarian's certificate, issued by the New Jersey Revised Department of Education in accordance with the New Jersey Revised Statutes 45:8A-3. The individual shall also possess a Masters Degree in Library Science.

### *Affirmative Action*

The Long Branch Free Public Library hires personnel at all levels, professional and non-professional and conducts all its library activities and programs impartially and without discrimination on the basis of race, color, creed, religion, sex, ancestry, national origin, social, political, or economic status by Title LX of the Education Amendments of 1972 and N.J.A.C G: 4.1 et seq.

### *Conditions of Employment:*

#### Hours:

The main library is open to the public six days per week. Evening and Saturday work is a condition of employment. Staff usually work two evenings a week and two Saturdays a month. Employees may be required to work more nights or more frequently on Saturdays due to the needs of the library. When scheduled for a Saturday, a day off is given during the week. The standard workweek for a full-time employee is thirty-five hours. Employees working under 20 hours are considered Part-time.

#### In-Service Training:

Staff development days are held twice per year and attendance is mandatory. Continuing education and training of the staff is encouraged. Individual absence requests will be considered by the Director, working within the library budget. Staff members are encouraged to participate and develop their potential to the fullest. Resources for training are limited and shall be equitably distributed.

#### Service Reviews:

The Director shall ensure that adequate personnel records are maintained for each employee of the library. Such records shall include dates of appointments and promotions, job titles, salaries, commendations, disciplinary actions, leave of any type, taken and accumulated, job evaluations, and any appropriate additional information. Any credential required by law for employment must be kept in the employee's file in the library. Personnel records of the Director shall be maintained by the Personnel Office of the City of Long Branch.

Annual evaluations of both the staff and director will be conducted by April of the following year. The director will be evaluated by the Board of Trustees.

#### Promotions:

Promotions and transfers will be made in accordance with New Jersey Civil Service regulations and the Library Personnel Policy Manual

#### Leave of Absence:

All requests for a leave of absence are only approved by the Board of Trustees. (See Personnel Policy Manual.)

#### Disciplinary Action:

In accordance with the New Jersey Civil Service laws and LB ORD. 75.15

#### Separation Procedures:

In accordance with the New Jersey Civil Service laws and LB ORD. 75.15

#### Grievance Procedures:

In accordance with the New Jersey Civil Service laws and LB ORD. 75.15

#### Benefits:

Benefits are described as hospital and medical insurance, life insurance, dental insurance, vision insurance, accident and liability insurance, pension and retirement. All employees are covered by Workman's Compensation.

#### Membership in Associations:

The Long Branch Free Public Library will be a member of STELLA, New Jersey Library Trustee Association, New Jersey Library Association, Long Branch Area Chamber of Commerce, Public Library Association, and American Library Association. The Director, staff members and Trustee are encouraged to belong to the appropriate library associations.

#### Expenses:

Mileage will be paid to attend library conferences, workshops, educational seminars, and regional meetings providing prior approval is granted by the Director. The rate of mileage reimbursement will be reviewed annually. Registration fees and other educational related materials will be compensated for providing prior approval was granted. An itemized bill will be submitted for payment. LB ORD 75.24 B

A report, oral or written, shall be given to the Director and/or Board of Trustees at the meeting following any paid attendance at a conference, workshop, seminar, network or any other meeting at which the Long Branch Free Public Library is represented by a staff member.

### **3. Building & Grounds**

#### *3.1. Hours of Operation*

Hours of operation are established by the Board. The hours will meet Library State Aid funding requirements. The library closes for legal holidays; closings are approved at the annual reorganization meeting. Library users are notified of changes in hours through signs and appropriate public notices.

#### *3.2. Facilities*

The Long Branch Free Public Library will keep its library facilities attractive, well-maintained, and available to all.

##### *3.2.a. Building Closures*

At the director's discretion, the library will close for inclement weather, major renovation or repairs to the building, and unforeseen events that prevent regular library business. Whenever possible, library closings will conform to the city policy when closing.

##### *3.2.b. Evacuation of the Library Building*

When a fire alarm sounds, the public and staff will be directed to evacuate the facility. Patrons should follow the instructions of library staff to exit the building in a safe and orderly fashion.

#### *3.3. Parking*

*3.3.a.* Parking for patrons is available in front of the library, in the rear of the library or on Slocum Place.

*3.3.b.* Library staff parking is available on the Slocum side of the building.

#### *3.4. Use of Library Telephone*

*3.4.a.* No personal telephone calls are to be made on the Long Branch Free Public Library's phones except in an emergency.

*3.4.b.* Unattended children up to 13 years of age will be referred to the Children's Library where a person in charge is authorized to place a call to the child's parent or guardian.

### 3.5. *Special Accommodations for Patrons with Special Needs*

The Long Branch Free Public Library works to ensure a barrier-free environment, promoting access to all our programs and services.

A ramp at the Main Library is available for wheelchair access. The Main Library elevator, located across from our circulation desk, provides access to the Community Floor, on the lower level, and the Children's Department and the teen area, on the second floor. The Elberon Branch is also accessible, since it is all on one level.

Large print books are available at both the Main Library and the Elberon Branch. E-books and audiobooks are available through many of our online resources. For help in accessing these programs, ask any staff member. Wheelchair accessible public computers are available.

The Main Library offers a sensory room on the second floor for children or teens.

## 4. **Community Space Guidelines**

### General Information

The Meeting rooms and movie theater are available, free of charge for use by any local organization or library card holder engaged in educational, cultural, intellectual, civic or charitable activities that comply with the following policies.

The need to provide a safe, peaceful and respectful library environment in which to read and study is always prioritized over the provision of meeting room space. Use of the meeting spaces and movie theater will not be approved or permitted if it is likely to disturb Library patrons and their customary use of Library facility facilities, impede Library staff in the performance of their duties, or endanger Library buildings or collections.

The Long Branch Free Public Library endorses Article Six of the American Library Association Bill of Rights, which reads: Libraries which make exhibit space and meeting rooms available to the public they serve make such facilities available on an equitable basis, regardless of their beliefs or affiliations of individuals or groups requesting their use.

All meetings must be open to the public.

No solicitation of donations or sales of services or products are allowed at any time.

### 4.2 *Disclaimers*

- Permission to use the Library meeting rooms or movie theater is not and does not imply Library endorsement of the aims, policies or activities of any group or organization or views expressed during the meeting or screening.
- Library sponsored programs and programs of the Library's affiliated organizations will always be given first priority in the reservation of meeting room space.
- The Library reserves the right to change the regulations, the rental charges or other fees at any time and to revoke permission for use.
- The library is not responsible for personal belongings left in the meeting rooms or movie theater.

- The applicant shall indemnify the Library for any property damage during room use and for expenses and costs, including attorney's fees incurred by the Library or its employees and agents in defending against any claims or demands for losses or liability arising from or related to the applicant's use of the premises
- Applicants must comply with the copyright laws in their use of film, video, music and other media, and are responsible for observing the rating systems of the motion picture and television industries when showing films or videos in the meeting rooms
- The applicant will be held responsible for loss or damage resulting from room use. Compensation for such loss or damage must be made promptly upon billing

#### 4.3 *Reserving a Meeting Room, Conference Room, or Movie Theater*

- Groups using the meeting room must have at least one member with a fully-activated Long Branch Free Public Library card in good standing. That member, as the group's authorized representative, shall:
  - Reserve the space for a specific date and time with the appropriate form
  - Ensure the groups compliance with the Community Space Guidelines
  - Be responsible for the care and use of meeting room or movie theater equipment
  - Be responsible for leaving the meeting room, conference room, or movie theater at the appropriate time (no later than 15 minutes before the closing of the library).
  - Assume full liability for payment or any fees or reimbursement for damages due to the Library.
  - The applicant must be 18 years of age or older.
- All reservations are made on a first-come, first-served basis.
- The Library Director has the authority to reject a reservation request if the meeting is likely to become too large for room capacity, disruptive to regular library operations, or in any other way may become inconsistent or in contravention of any terms or conditions of the Library Policy.

#### 4.4 *Safety and Conduct*

- Groups must adhere to the posted fire codes and maximum occupancy restrictions
- All federal, state, and local ordinances, as well as rules of the Police and Fire Departments relating to public assemblies, must be strictly obeyed
- Children or teenage groups must have adult supervision
- Groups are responsible for abiding by the Library's Code of Patron Conduct
- Smoking, e-cigarettes, vaping and alcoholic beverages are not allowed in the library

#### 4.5 *Responsibilities of groups utilizing Library meeting spaces*

- Publicity is the responsibility of the organization
- Groups using Library meeting rooms must not use advertising and publicity which imply that their programs are sponsored, co- sponsored, endorsed or approved by the library
- Groups must provide a telephone number for the public to contact for information
- Groups must provide their supplies, materials, refreshments, equipment, etc.
- Groups are responsible for their own set-up and clean-up of tables, chairs, and equipment. A \$50 cleaning fee will be charged if the room is not left clean.

#### 4.6 *Permissions*

- Permission to use rooms does not necessarily include the use of library equipment
- No solicitation of donations or sales of services or products are allowed at any time, except for program related materials after a library-sponsored program

- No smoking cigarettes, e-cigarettes, vape pens or consumption of alcoholic beverages
- No food or beverages, except for water, are allowed in the Movie Theater.
- Library staff shall not be used to deliver telephone calls or messages to persons using the meeting spaces or movie theater
- The meeting rooms and movie theater must be vacated by the contracted time, which shall be no later than 15 minutes before the library closing.

#### 4.7 *Cancellations*

- The Library Director reserves the right to cancel any meeting because of adverse weather conditions, if they believe the meeting is likely to become too large for room capacity, disruptive to regular library operations, or for any other emergency.
- The Library Director has full authority to accept, renew, reject or revoke requests for permission to use meeting rooms.
- Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the Meeting Room or Movie Theater.
- The Library Director reserves the right to waive regulations at their discretion. This waiver must be in writing and signed by the Director.

#### 4.8 *Occupancy*

- Meeting Space A  
50 people
- Meeting Space B  
50 people
- Movie Theater  
21 people fixed seat - two wheelchair accessible spaces
- Conference/Board Room  
10 people

### 5. **Customer Service Policy**

During interactions with library staff, customers can expect to:

- Be acknowledged appropriately
- Be treated courteously and respectfully
- Be valued for their input
- Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
- Receive prompt and timely service
- Receive knowledgeable service and professionalism from all staff
- Have open access to traditional and innovative resources and instruction in their use
- Have their privacy and confidentiality respected
- Have responsive, community-oriented service
- The library endorses high standards of customer service and supports it through a plan of employee training, leadership development and opportunities for customer input. The Long Branch Free Public Library has adopted a Customer Service Philosophy

#### 5.1 *Patron Conduct*

The Long Branch Free Public Library is committed to providing a safe and comfortable environment for all patrons. To this end, the library is responsible for establishing rules of

conduct to protect the rights and safety of Library patrons, volunteers, and staff. These rules are also intended to preserve and protect the library's materials, equipment, facilities and grounds.

Library staff will enforce these rules fairly and reasonably and will intervene to stop prohibited activities and behaviors. Violations of these rules could result in restriction or termination of library privileges, removal from the library, or arrest or prosecution. These policies apply to all library users, regardless of age.

The following activities are not allowed in the library:

- a. Harassment or threatening behavior.
- b. Engaging in sexual conduct or lewd behavior.
- c. Unattended children. Children under the age of 7 must be accompanied by a responsible person of at least 12 years of age at all times.
- d. Using, possessing, selling, or appearing under the influence of alcohol or illegal drugs.
- e. Smoking, chewing, and using other tobacco products, including vaping and electronic cigarettes and other inhalants.
- f. Damaging, defacing, or misusing any Library materials or property. This includes disabling or unplugging Library equipment, changing hardware or software, or using a Library computer for purposes not designated by the Library.
- g. Trespassing on Library premises.
- h. Bicycling, skateboarding, rollerblading and other disruptive behavior is not allowed on library grounds
- i. Selling any goods or services; soliciting, petitioning, or canvassing.
- j. Distributing or displaying pamphlets, surveys, flyers, signs, or posters on Library premises, unless approved in advance by the Library.
- k. Unhygienic behavior and activities that disturb other patrons. Visitors must wear clothing, including shirts and shoes, in the Library.
- l. Sleeping in the Library or at the Library's entrance.
- m. Making unreasonable use of the public restrooms, including laundering clothes and bathing.
- n. Bringing Library property into restrooms.
- o. Making unreasonable noise. This includes loud talking, using devices (with or without headphones) at a volume that disturbs others, and using a cell phone or other voice transmission device, except in designated areas. Please silence all cell phones.
- p. Eating or drinking, except in designated areas.
- q. Monopolizing Library space, equipment or outlets to the exclusion of others.
- r. Obstructing aisles, stairways, or reading areas with personal belongings including when charging personal devices. This includes actions that block access or exits to Library premises or create safety hazards.
- s. Bringing in an animal, unless it is a service animal assisting a person with a disability.
- t. Engaging in any activity that violates federal, state, local, or other applicable law or Library policies. Viewing child pornography is illegal and subject to federal and state prosecution.

Prohibited Items:

The following items are not permitted in the Library:

1. Any personal items that appear to be infested or have a foul odor that disturbs other persons.
2. Bicycles or motorized vehicles. Individuals with mobility impairments are permitted to use wheelchairs, walkers, and other appropriate mobility aids on Library premises.
3. Non-motorized skates, skateboards, and collapsible scooters (except when carried).

4. Weapons of any kind
5. Commercial and professional photography/videography equipment of any kind such as lighting kits, props, reflectors, backdrops, tripods, monopods, selfie-sticks, or drones.

## 5.2 Serious Offenses

Serious offenses include but are not limited to:

- Committing a crime or violating a municipal ordinance on library premises
- Stealing, damaging or vandalizing library property; this includes removing protective covers, labels, or barcodes from library materials with the intent to damage and/or steal library property
- Exhibiting abusive, indecent or profane behavior toward library staff or library patrons
- Fighting, running, pushing, shoving, or throwing things
- Using the internet for illegal purposes
- Leaving children unattended for extended periods or after library hours

## 5.3 *Conduct Violations*

- Patrons who are violating the code of conduct for the first time will be asked to stop the prohibited behavior
- A second infraction of the rules will result in being required to leave the library for the remainder of the day
- Third infractions will result in a loss of library privileges for one week
- Fourth infractions will result in a loss of library privileges for one calendar month

If the individual is under 18 years of age, and loss of library privileges is longer than one day, an attempt will be made to contact the guardian.

Any person who enters or remains on the Library premises after losing their library privileges will be reported to the Long Branch Police Department for removal.

Any patron who commits a serious offense may be immediately reported to the Long Branch Police Department for removal from the building. The patron may lose their library privileges for three months or more, depending on the nature of the offense, history of previous infractions of library policy, and other relevant circumstances.

Following an incident

After library staff have responded to an infraction of library policy, they will complete an incident report which will be sent to the library director.

If an individual wishes to appeal their loss of privileges, they may file a written appeal to the library director within 10 days of the notification of loss of privileges. The Library Director will meet with the individual and will respond within five business days. The Library Director will respond to the individual, with a notice to library staff and the Library Board President.

If the Library Director denies the appeal, the claimant may make a further appeal by filing a written appeal with the Library Board of Trustees within ten days of the Library Director's determination. The Library Board shall consider the appeal and make a final determination within 30 days of the date of the filing of the appeal with the Board. Appeals to the Board shall be filed at the Long Branch Public Library, 328 Broadway,

Long Branch, NJ 07740.

The determination of the Board shall be final.

#### 5.4 *Unattended Child Policy*

- Parents, guardians, and/or caregivers are responsible for the safety, behavior, and supervision of children at all times in the Library and on library property
- Staff members are available to help and support children; however, the Library is not able to provide short- or long-term child care, or be responsible for unattended children.
- Children under the age of 7 must be accompanied by a responsible person of at least 12 years of age at all times
- Children age 7 or older may be left unattended for a period of time (not to exceed 2 hours)
- Children 11 years and under who are unattended at Library closing time will be escorted to Police Headquarters when parent or guardian cannot be contacted

### 6. **Library Services**

#### 6.1 *Notary Public Service*

The Long Branch Free Public Library offers free Notary Public Services for the benefit of the residents of our community. The following guidelines will be followed in the provision of Notary Service:

Notary Services are a courtesy provided by the Main Library and not the Notary's primary duty; therefore, the Notary may ask the person(s) to wait while the Notary attends to a patron at the desk, takes a telephone call, or tends to other library matters.

Library Notaries are scheduled during the Library's hours of operation. Notary service is not available in the fifteen (15) minutes prior to the time of closing.

It is recommended that customers seeking Notary Service call the Library prior to their visit to ensure that a Notary is available at that time. The Library can be reached by calling 732-222-3900.

Notary Service is provided on a first-come, first-serve basis.

The Notary will only attest to documents signed in his/her presence.

Valid photo identification is required of any customer seeking Notary Service.

The Library will not provide witnesses and witnesses may not be solicited from customers using the library. The witness must personally know the person whose document is being notarized and must be in possession of valid photo identification.

Documents in any language other than English will not be notarized at this facility.

New Jersey law requires that a Notary and the customer seeking notarization be able to communicate directly with each other. Library Notaries are not permitted to make use of a translator to communicate with a Notary Service customer.

Unless Deeds, Wills, Living Wills, Living Trust documents are prepared by an attorney, Notary Service is not available.

Certain public documents cannot be copied and notarized. Examples of these are: birth certificates, death certificates and marriage certificates.

In accordance with New Jersey Notarial Law, Notaries will not provide service if the customer, document or circumstances of the request for Notary Service raise any issue of authenticity, ambiguity, doubt or uncertainty for the Library. In this event, the Library Notary may, at his/her sole discretion, decline to provide Notary Service.

The Library reserves the right to limit the number of signatures and seals/stamps required. There is no cost for a seal affixed to a document.

## 6.2 *Printing/Copying Services*

To offset the cost of printing, library customers will be charged for the print copies that they make, as follows:

Black & white print copy	\$0.10 per page
Color print copy	\$0.50 per page

There is a maximum of 100 pages printed per person per visit to the library. The library declines to determine the legal and copyright status and the rights to reproduction of its materials. The library strongly recommends that any user reproducing or disseminating materials contact appropriate legal counsel.

## 6.3 *Fax Services*

The Long Branch Free Public Library provides public fax services.

## 7. **Library Staff Policies**

### 7.1 Handling Suspicious Packages

Do not open suspicious letters or packages. Refer to the Police Department.

## 8. **Public Relations**

### *Promoting Programs of Outside Organizations*

1. The purpose of the Library's exhibits is to stimulate interest in books, library programming and to relate library exhibit collections and services to the community which it services.
2. If an organization wishes to display their print flyer at the Library, it must first be reviewed by the Director for approval.
3. No flyers or posters of a partisan, sectarian, or profit-making nature may be displayed in the library.
4. Digital marketing materials that promote outside organizations and their programming will not be distributed online via the Library's social media accounts or e-newsletter. The only exceptions to this rule are digital marketing materials sent to the Library by The City of Long Branch. The Library Director may make exceptions to this rule when needed.
5. The use, by individuals or organizations, of the library's facilities for displays and/or exhibits, other than those which pertain to the library is subject to review by the Library Director and/or the Board of Trustees.

## 9. **Local History Department**

The purpose of the Long Branch Local History Department is to acquire, classify, and preserve historical records. Our goal is to make these collections available for the general public, for

historians, and for researchers.

#### Hours

The Local History Room is open for the public during scheduled hours. We can also arrange for visits by appointment.

#### Collections

Collections include, but are not limited to: Historical records, maps, newspapers, directories, photographs, letters, yearbooks, published works, artifacts, ephemera, genealogy materials and donated family records.

The main focus for the collection includes histories related to:

Long Branch Public Library

City of Long Branch

Jersey Shore

Monmouth County

#### Genealogy

General assistance is provided for using the resources in the genealogy collection. It does not include searching or offering information of living persons, tracing family histories, or research exceeding the time limits set forth in research policy.

Our policy for releasing personally identifiable information follows the practices of the NJ State Archives, Monmouth County Archives, and NJ Dept. of Health/Vital Statistics, that restricts the release of anything about people who are, or who might be, living; the NJ statute that restricts the release of addresses and phone numbers of judges, police, and related law enforcement people.

#### Archives

The Local History Room has created a repository for storing records related to the collections, and follows the security practices and disaster planning set forth in the *current library disaster plan* to protect the collection from potential loss or damage.

#### Acquisitions

We actively seek to acquire materials, and also depend on the generous donations from the public.

Donations are accepted with an understanding that ownership, and if applicable, copyrights are legally transferred to Long Branch Public Library.

Donations are not accepted on loan, with the exception of use for a temporary exhibition. When a donation is better suited for a different institution, the Library may, but is not required, to work with the donor to place it elsewhere.

All donations must follow regular library policy to be free of dirt, mold, moisture, pests, and to be in good condition. The library reserves all rights to discard materials that are outside the scope of the Local History Collection, or that do not align with general library policies. *[Insert Section & paragraph for related library policy]*

Upon request, a donation letter may be issued for tax purposes, however, no monetary value will be appraised by the library.

#### Loan Policy

The Local History Room holds materials in trust for the public and for future generations. In the interest of preservation, most materials are for use only in the History Room. Select items, at the discretion of the manager, may be borrowed by special arrangements. Under certain circumstances, items from the Local History Room may be loaned to other institutions for exhibit. All materials in the collection are available onsite, and items that are digitized are available remotely.

#### Permission to Reproduce or Publish

Long Branch Public Library complies with the U.S. Copyright Law. Determining the existence of a copyright, or any other legal restriction that includes obtaining permission from the copyright holder, is solely the responsibility of the requester.

Reproduction of material in the Local History Collection is understood to be photocopies, digital copies, photographs, and downloads from the website. It must be done with the permission of the staff and is subject to fees as established in Library policy.

The Library may refuse permission when reproduction could cause damage to an item.

Whenever assistance has been offered, or material has been used from the Local History collection, a citation is required.

#### Citations

By using material or research assistance, you agree to cite the Long Branch Public Library in any footnotes, bibliographies, photograph captions, museum labels, or media. Citations should include the Author, general collection or item title, significant dates, or library classification number.

Example: *Long Branch Local History @ Long Branch Public Library, Military Records Collection; WWII Local Vets Long Branch Daily Record photos (Local History Room)*

## 10 Public Computer Policy

The Long Branch Free Public Library offers free access to the internet via computers and high-speed wifi as part of our mission and our commitment to providing equal access to innovative, barrier-free resources to meet the needs and interests of the community.

#### Computer and Internet Access

The library endorses the American Library Association's Library Bill of Rights and Freedom to Read Statement and the New Jersey Library Association's People's Right to Libraries. The library provides access to internet resources equally to all library users and upholds and affirms the right of each individual to have access to constitutionally protected material. However, library users should be aware that obscenity and pornography are not constitutionally protected.

The internet is an unregulated, interactive medium with a highly diverse user population. It contains vast amounts of useful and valuable information. It also contains content that is

inaccurate, misleading, and offensive. The library does not control information accessed through the internet and cannot be held responsible for its content.

Users are responsible for the content they access. Parents and guardians are responsible for the safe use of library computers by their children. The library does not filter content on its adult services computers. While children's and teen computers are filtered, no filtering software is completely accurate, nor is it a substitute for parental/guardian supervision. Provision of internet service does not imply that the library endorses or approves of any material used.

Users have the right of confidentiality in all their activities with resources and services provided by the library. The library supports the user's right to privacy, however, users are advised that because of the open nature of the internet, the library cannot guarantee the privacy of information or searching conducted at its public access computers.

Library employees who give technical assistance to customers regarding their personal hardware, software, audio visual material or any other matter shall be free from any responsibility and held harmless. The library has installed virus protection on its computers, however, the library provides no warranty on virus protection. The library is not responsible for any damages resulting from use of the library's computers or the library's connection to the internet. Library employees who assist patrons with instruction on using library or patron hardware, software, online resources, or any other resource shall be free from any responsibility and will not be held liable for a patron's misuse of such resources.

The library reserves the right to suspend a user's internet access privileges due to illegal usage or for any violation of this policy.

#### Access Rules

##### Children (up to 11 years old)

- Children are required to use the public computers in the Children's Room. Child Internet computers are filtered in compliance with CIPA: Child Protection Act.
- Parents or guardians, not the library or its personnel, are responsible for monitoring children's use of the Internet. Because parents or guardians may feel that some information available through the Internet is not suitable for viewing by their children, parental supervision is advised.
- Sessions are limited to 30 minutes each, and a maximum of one hour per day. Exceptions may be made at the discretion of the Director or designated employee. Other rules are those in general stated below.

##### Teens (12 to 17 years old)

- Teen Internet computers are filtered in compliance with CIPA: Child Internet Protection Act.
- Teens are required to use the public computers in the Teen Space. Child Internet computers are filtered in compliance with CIPA: Child Protection Act.
- Parents or guardians, not the library or its personnel, are responsible for monitoring children's use of the Internet. Because parents or guardians may feel that some information available through the Internet is not suitable for viewing by their children, parental supervision is advised.
- Sessions are limited to 30 minutes each, and a maximum of one hour per day. Exceptions may be made at the discretion of the Director or designated employee.

Other rules are those in general stated below.

Adults (18 years old and up)

- Adults may only use computers designated for adults. They may not use the computers located on the Children & Teen Floor.
- Public Internet sessions in the Adult Services Area are limited to one hour per day. Exceptions may be made at the discretion of the Director or designated employee.

Wireless Internet Access

- Wireless Internet Access is available in the Main Library and at Elberon Branch
- There is no time limit for wireless access

### General Rules and Regulations

The library internet policy has been formulated to conform to American Library Association's Policy Manual, and Intellectual Freedom Manual. Public computer users are asked to read and agree to abide by the following rules of conduct when accessing the library's public Internet.

1. Public computer users agree to use the Internet appropriately and responsibly. Public Computers are not to be used for purposes contrary to local ordinances, state laws or federal laws
2. Computer users will act in a manner consistent with the library's code of conduct
3. The library complies with CIPA (Child Internet Protection Act)
4. Hacking, tampering and all unlawful activities are prohibited
5. Headphones must be worn by patrons using audio while at public computers. Earbuds are available for a fee upon request
6. Customers are requested to use their library card to log themselves in on the public Internet.
  - a. A patron without a library card will be asked to show identification, and will receive a one-hour guest pass
7. Time limit for public Internet is one hour per day, available on a first-come first-served basis
8. Wireless Internet access is available all the hours the library is open. There is no time limit
9. Staff will instruct a customer engaging in inappropriate public Internet behavior to leave the library. Repeated offenses will result in suspension from the library
10. The library reserves the right to terminate an Internet session at any time
11. Downloading is restricted to removable storage devices. Personal files or software downloaded or saved to computer hard drives will be removed. Flash drives are available for purchase.
12. LBFPL is not responsible for damage done to private systems through downloads from library computers.
13. Printing cost is \$0.10 per page; color print cost is \$0.50 per page.
14. Registration for public internet access is required.

## 11. Reference

The delivery of information and reference service is central to the Long Branch Free Public Library's mission and to its commitment to serving the needs of its community. Reference service is the assistance given to customers in pursuit of information. Reference includes referral services, research assistance, school assignments, and consumer information.

Service to the public receives priority over any other duties and whenever possible, in-person reference receives priority over telephone queries. All reference questions are treated confidentially.

The library will provide reference service to all its customers on an equal, nondiscriminatory, and nonjudgmental basis without regard to the race, national origin, age, gender, sexual orientation, background, appearance, or personal view of the customer making the inquiry or the subject matter being researched.

#### Reference Interview and Guidelines

Staff will begin reference transactions with verification of customer needs. Staff will provide a full citation of the resources used or recommended to the customer and will make referrals to other outside agencies as needed. The reference transaction will conclude with verification that the information needed has been provided.

Reference questions asked in-person or by telephone that can be answered in a reasonable time frame will be. If the question asked requires more in-depth research, the query is then treated as a research question and an answer will be provided within three business days. If the question cannot be answered by library staff, the patron will be referred.

#### Computer Questions

Staff will provide customers with basic orientation to computer hardware and software available on the Library's computers. Depending on schedules, staff in the Technology and Career Center may be available to work one-to-one with the public and library-supplied technology. If the library does not have the information desired, staff may refer the customer to an alternate source.

#### Genealogy

*See the Local History Policy*

#### Medical, Legal and Tax Questions

Reference staff does not give medical, legal, copyright, financial, or tax advice, but responds by reading directly from the cited source or inviting the customer to use the Library's resources in person. Reference staff never refers library users to individual practitioners – physicians, attorneys, mental health professionals, or others. Staff may provide addresses and telephone numbers to the public, where the name of the individual, company or organization is known.

#### Appraisals

Reference staff do not provide an appraisal of books, works of art, antiques, coins, stamps, currency, or other collectibles but will provide contact information for appraisal services. Patrons seeking information about a work of art in their possession should see the Reference staff for available resources.

## 12. Collection Development

The Long Branch Free Public Library endeavors to provide all individuals in the community with carefully selected materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time.

The collection development policy is used by the library staff in the selection and retention of materials and also serves to acquaint the general public with the principles of selection. Collection development is the ongoing process of assessing the materials available for purchase or licensing and making the decision, first, on their inclusion, and second, on their retention.

The American Library Association's Library Bill of Rights, Freedom to Read Statement, and Freedom to View Statement have been endorsed by the Library Board of Trustees and are integral parts of this policy.

### *Scope of Collection*

The primary goal of collection development is to provide the best possible collection that can be obtained with the financial resources available. The decision to select any item for the collection is based on demand, anticipated popularity, and the need to maintain a wide and balanced collection, representing all sides of an issue. Maintenance of a balanced collection is a core function of the public library.

The inclusion of an item in the library collection in no way represents an endorsement of its contents. Only individuals can determine what is most appropriate for their needs and what materials or information are consistent with their personal or family values. Parents and legal guardians have the responsibility for overseeing their children's use of library materials.

In the development of its collection, the Long Branch Free Public Library recognizes that a library of our size can't meet all the needs of our community. As a member of an automated resource sharing network, other reciprocal agreements, and a state supported inter-library loan system, the library supplements its resources with materials borrowed from other libraries throughout these larger entities.

Professional and special materials, such as legal, medical, and religious works, are purchased only if they are intended for a general audience.

The library does not support educational curricula through the purchase of textbooks. Textbooks may be added to the collection if they provide the best or only source of information on a subject, or to complement an existing area with another perspective.

### *Selection Criteria*

Library materials are selected on the basis of informational, educational, cultural, and recreational value. These materials are selected in compliance with the mission and goals of the library. The following general criteria are also used in selecting materials for addition to the collection:

1. Importance of and value to the collection and library users
2. Significance of the subject matter
3. Provision of a variety of viewpoints on the subject matter
4. Current appeal and popular demand
5. Local interest
6. Authority, accuracy, and artistic quality
7. Cost and budgetary constraints

Reviews from professional and popular media are a major source of information about new materials. Standard bibliographies, indexes, book and media lists by recognized authorities

(including best seller lists), and the advice of competent people in specific subject areas may also be used.

Not all materials and information found on the internet are part of the collection. Only web-based resources accessed over the internet that are specifically selected using the criteria outlined in this policy are a part of the collection. Special considerations for electronic information sources are:

1. Ease of use of the product
2. Availability of the information to multiple concurrent users
3. Technical requirements to provide access to the information
4. Technical support and training

#### *Gifts and Donations*

The library accepts gifts, donations, and memorial purchases. The library reserves the right to evaluate all gifts, donations, and memorial requests under the criteria applied to purchased materials. Those which do not meet the library's objectives and policies may be refused. The library will, upon request of the donor, provide a written receipt for gifts, indicating the number and general description of materials. No other conditions may be imposed relating to any gift, donation, or memorial either before or after its acceptance by the library. Donations to the Long Branch Free Public Library are recognized as acceptable tax deductions by the IRS. The donor attaches no conditions to the use or disposition of gift materials. The library may use a donation in any way it deems appropriate.

#### *Withdrawal of Materials*

The collection is reviewed and revised on an ongoing basis to meet contemporary needs. The popular library collections are current and educational or recreational, not archival, nor are materials needlessly duplicated. Materials that are worn, damaged, outdated, duplicated, no longer accurate, or no longer used may be removed from the collection. The professional staff of the library, under the general direction and supervision of the Library Director, will be solely responsible for the withdrawal of materials. Decisions about the withdrawal of books on controversial subjects will be made by at least two staff members with different viewpoints, in order to ensure that the collection remains as balanced as possible.

Fiction books that have not been borrowed within the past three years and nonfiction books that have not been borrowed within the past five years are strongly considered for withdrawal from the collection. For nonfiction books, the need to balance the collection may lead to retention of a book that would otherwise be withdrawn. A book of fiction that is one of only a few novels on a given subject would likewise receive special consideration until newer books on the subject are published.

#### *Responsibility for Selection*

Final authority for the determination of policy in the acquisition of books and other materials is vested in the Library Board of Trustees. Responsibility for materials selection within this policy and control of expenditure for materials rests with the Library Director. Selection decisions may be delegated to qualified staff members by the Library Director.

#### *Reconsideration of Materials*

Although materials are carefully selected, there can be differences of opinion regarding suitable materials. Whenever a Long Branch resident objects to the presence or absence of any library

book or other material, the staff member receiving the complaint will provide the patron with a blank copy of the library's "Request for Reconsideration of Library Material" so that the patron can state the reasons for the objection.

Upon receipt of the completed form, the objection will be referred to the staff member(s) responsible for purchasing that material. The staff member or department supervisor will discuss the matter with the complainant. Requests for reconsideration may be made only by patrons completing a "Request for Reconsideration of Library Material" form.

The completed form will be given to the Library Director for a written response. A decision will be made regarding the material within a reasonable amount of time, with written reasons for the decision conveyed to the patron.

After receiving the response to the "Request for Reconsideration of Library Material," the patron may request a meeting with the Library Director. Appeals from the Library Director's decision may be made directly to the Board of Trustees for their final decision.

The library will not go through the process described above unless the complainant is a Long Branch resident.

[Request for reconsideration form]

### **13. Circulation Policy**

The Circulation Department is committed to facilitating seamless access to our diverse collection of materials, cultivating an engaged community of library users. Our mission is to efficiently lend out resources, ensuring their return in optimal condition to promote trust and responsible borrowing.

Beyond material circulation, the Circulation Department assists with patron account questions, directs patrons to the relevant departments and acts as the general information center for library related programs and services.

Additionally, the department offers support through printing, faxing, and scanning services. For inquiries about library programs, events, card registration, or the use of library apps, the Circulation Department is available to facilitate registrations and sign-ups.

#### *Registration and Eligibility for Library Cards*

1. Any resident, taxpayer, person attending school in the city or any person who works in the city shall be allowed a free library card upon proper registration.
2. Non-residents may obtain a card by paying an annual \$50 fee for a subscription card.
3. New borrowers who apply for library cards must present some form of identification. This identification must contain the applicant's name and current address. The ID can include driver's license, voting registration, utility receipts, etc. Eligible applicants with proper ID will be issued a card immediately.
4. Children age 12 and older can present their school ID to register for a library card. Children will be issued a card with a parent-guardian signature and identification immediately.

5. If patrons don't have their library cards on their person, they may use an ID (drivers license, etc.) or be asked for their telephone number, address and date of birth by Circulation staff to look up their user ID.

### *Lending Policy*

1. The loan periods on all materials, DVDs and periodicals are two weeks with two renewals permitted, unless there is a hold in place. Renewals may be made in person, by telephone, or online.
2. All materials should be returned to the Circulation Desk or deposited in the outside book return.
3. Lending rules are determined by media type and card type..

### Books

- a. Adult fiction and non-fiction will circulate for two weeks, with two renewals if no one is waiting. Borrowers are permitted to take out as many books from the adult collection as they wish. They may be checked out at the Circulation Desk for two weeks, and may be renewed two times.
- b. Children's collection: In general, children may borrow up to ten children's books at a time; adults may borrow as many children's books as they wish;. They may be checked out at the circulation desk for two weeks and may be renewed two times. Renewals can be made by telephone, in-person or online.
- c. Reference books are not usually allowed to be checked out. However, exceptions by the director may allow a reference book to be charged out for 24 hours on a case-by-case basis.

### DVDs

- d. Adult patrons may borrow up to 10 DVDs at a time.
- e. Children and teens are allowed to check out movies based on the ratings given by the Motion Picture Association
  - i. Children 6 and younger may borrow movies rated G
  - ii. Children 7 and older may borrow movies rated G and PG
  - iii. Teens ages 13 and older may borrow movies rated G, PG and PG 13
  - iv. Teens 17 and older may may borrow movies rated G, PG, PG 13 and R

### 4. Museum Passes

- a. Museum passes are available to all who have a Long Branch Free Public Library card.
- b. Passes have a loan period of 2 weeks, with no renewals.
- c. Each pass will include instructions for use, the pass, and total persons allowed admission as per museum permission
- d. Museum passes will be located at the circulation desk.
- e. Failure to return museum passes will result in the patron's account being charged full replacement cost.
- f. Patrons may take out one of each available museum pass.

### Hotspots

- g. Hotspots can be checked out to Long Branch card holders except for non-resident or temporary cardholders
- h. Hotspots have a loan period of 2 weeks with no renewals.
- i. There are no associated late fees nor a charge to borrow.
- j. There may not exceed 1 checkout per adult card.

- k. Library accounts must be in good standing to borrow a hotspot (no extensive fines over \$10).
- l. Hotspots will be considered lost if they are not returned within 7 days after the due date. Two late returns (returning 1 day after the due date) will result in a hotspot borrowing restriction.
- m. Failure to return all items associated with the hotspot will accrue a charge for \$72.00 replacement fee for the entire hotspot.

#### Fines

1. The Long Branch Free Public library encourages barrier free access to our materials, whenever appropriate. Therefore, the library does not charge for overdue items. However, an item will be marked as lost if it has not been returned within one month of the final due date. Fees are assigned for lost or damaged items.

#### Damaged or Lost Materials

- a. Items will be examined upon return. Borrowers will be charged for any damage to items borrowed on their card. LB ORD 212.1
- b. Lost items or items damaged beyond repair will be charged at the full cover price
- c. A patron with an outstanding balance over \$20 will be blocked from borrowing materials. Patrons with blocked accounts must pay \$5 per visit in order to borrow materials or request materials from other libraries.

#### *Hotspots*

Patrons will be charged full price for damage or lost Hotspot. If the charger, wall brick, or case is lost or damaged there will be a \$5 replacement fee.

#### *Museum passes*

A \$10 replacement fee will be charged for lost museum passes.

#### *Kits*

Patrons will pay for the specific items that are lost.

#### *Checkout*

1. If an item that a borrower wishes to read is checked out, a staff member may reserve the item for them; holds can also be placed by telephone, in person or online.
2. Requests
  - a. If the library does not have a specific item that a borrower needs, the item may be available from a STELLA Consortium Member Library or through State-of-New Jersey interlibrary loan. The borrower may ask at the Information Desk to see if the item is available at a nearby library. For Out-of-State Interlibrary Loans, there is a charge of \$1 per title payable at the time of pick-up.
  - b. If a borrower sees a book that he feels the library should consider buying, he may fill out a purchase request form available at the Circulation Desks. Such suggestions will be considered per library selection policy. If the purchase is made, the borrower making the request will be notified as soon as the book is received and processed for use.

#### **Services**

Delivery by Mail

- Delivery by Mail services are provided to patrons who, when leaving the home are medically contraindicated or if the patron has a condition that restricts his or her ability to leave home without a support device.
- There does not need to be a medical note from a doctor to qualify for this service. Applications for the service are approved by the director. Applications will be reviewed and renewed every six months.
- Items will be mailed to library card holders once every 2 weeks.
- Due dates on items will be 2 weeks from the original check out. 2 renewals for 2 weeks are allowed. High demand items are not permitted.
- Upon directors approval one library card may be made for each nursing home or assisted living facility in the understanding that the organization's director or their correspondent is responsible for all materials being returned.
- Patrons do not have to wait for the library homebound service to return materials if they have someone to return their materials.
- Delivery by Mail services are only permitted to Long Branch resident card holders.
- Each homebound patron will have a homebound note on their account. This will not give any restrictions to their account.
- This service is free of charge.
- Homebound and disabled patrons can authorize an individual to use or obtain a library card in their name in order to borrow library materials and renew borrowing privileges on their behalf. The authorized person must not have a suspended library card. The authorized person does not have to be a library cardholder but must present a photo I.D. for identification purposes. The authorization must be in writing and signed by the homebound or disabled patron. Duration of authorization is encouraged to be included in the letter.
- All applications will expire after six months. Applicants can reapply.

#### Curbside

- Curbside service is available to all who have a library card within the STELLA libraries and want to pick up their holds at the Long Branch Free Public Library.
- It is best practice for the patron to call and schedule when they would like to pick up their holds.
- The circulation desk will gather their items from shelves and have them shelved on the curbside/holds shelf.
- Patrons are to call the library to let them know they have arrived at the library.
- Circulation staff have 10 minutes to bring the item to the patron after receiving the initial call that the patron has arrived.
- Library curbside is available at 15 minutes after opening and 15 minutes before closing of each open day. Monday- Thursday 10:15 am-7:45 pm. Friday and Saturday 10:15am - 4:45pm.
- Patrons can also call to schedule a curbside return.
- Library staff are not permitted to go into patrons' vehicles to retrieve library materials. Patrons shall hand books to staff members.
- Patrons who want to participate in curbside but did not call to make an appointment will still be served but may have to wait longer to be serviced.
- Patrons may also be encouraged to drop off their returned library materials in the drop box. Drop boxes are open for returns 24/7.

### Specific Assistance

- Career and Technology Department -
  - Job search assistance & job applications
  - Detailed technology troubleshooting (phones & devices)
  - Tech navigation for online applications
  - Computer training
  - Small business assistance (flyers and small-scale help)
  - ESL class signups
- Social Services referral
  - Life skills
  - Re-entry services
  - Affordable housing/homelessness prevention
  - Employment
  - Unemployment
  - Job readiness
  - Food insecurities
  - Substance abuse
  - Domestic violence
  - Citizenship program referral
  - Assistance with applications specific to the topic above.

Social Work Services are available by appointment.

If either Social Services or Technology Departments are not available, patrons will be given the department's contact information. Patron's contact information will be emailed to the department who will get back to the patron within one business day (or within 1 business day of the library social worker's return). In the case of a life-threatening situation and absence of the social worker, emergency services will be called.

## 14. **Social Work**

### Confidentiality

LBFPL will adhere to strict confidentiality policies to protect the privacy of patrons seeking social work services. Social workers should maintain confidentiality regarding patron information unless required by law to disclose or if there's a risk of harm to the individual or others.

### Informed Consent

Social workers should obtain informed consent from patrons before providing services. This includes signature of the intake form, explaining the nature of the services offered, the purpose of collecting personal information, and any potential risks or limitations.

### Accessibility

Libraries strive to make social work services accessible to all members of the community, regardless of socio-economic status, ethnicity, language, or ability. This may involve offering services in multiple languages, providing accommodations for individuals with disabilities, and ensuring that services are culturally sensitive and inclusive.

### Collaboration

Libraries often collaborate with community organizations, government agencies, and other stakeholders to provide comprehensive social work services. This may include partnerships with

local non-profits, healthcare providers, schools, and government agencies to address the diverse needs of patrons.

#### Ethical Guidelines

Social workers operating within libraries should adhere to professional ethical guidelines established by organizations such as the National Association of Social Workers (NASW) as well as the American Library Association (ALA). This includes principles such as promoting social justice, respecting the dignity and worth of all individuals, and advocating for the rights of vulnerable populations.

#### Referral Process

Libraries may have established procedures for referring patrons to external social service agencies or resources when their needs exceed the scope of library-based services. Social workers should be knowledgeable about available community resources and assist patrons in accessing appropriate support.

#### Professional Development

Libraries may provide opportunities for social workers to engage in ongoing professional development to stay abreast of current best practices, emerging trends, and relevant legal and ethical issues.

#### Evaluation and Assessment

Libraries may conduct regular evaluations to assess the effectiveness of social work services and identify areas for improvement. This may involve collecting feedback from patrons, tracking outcomes, and adjusting services based on community needs and feedback.

#### Crisis Intervention

Libraries will refer patrons in immediate crisis to organizations dedicated to handling emergencies including area nonprofits, mental health crisis units, and law enforcement or other emergency responders when necessary.

#### Documentation and Record-Keeping

Social workers are typically required to maintain accurate and up-to-date records of their interactions with patrons, including assessments, interventions, referrals, and progress notes. Patron records are securely stored and only accessible to authorized personnel.

### 15. **Community Engagement**

The Library is committed to active community engagement that ensures we provide inclusive programs, services, and resources that meet the diverse needs of our patrons. We value equitable partnerships, meaningful dialogue, and knowledge sharing with individuals and community-based organizations. Through community engagement efforts, the Library is able to bring attention to our collections, services and programming that enriches the lives of the Long Branch community.

1. The Library promotes awareness of its collections, programs, and services through online and in-person outreach. Designated staff are responsible for creating engaging print and digital marketing materials to connect patrons with the Library's offerings.
2. The main channels of communication the Library utilizes to connect patrons to the Library's offerings include:

- a. Social media platforms including Facebook, Instagram, Tiktok and LinkedIn
  - b. Email newsletters and reminders
  - c. In-person library presence at Long Branch outreach events
  - d. Print flyers displayed throughout the library and distributed at circulation desks or during programming
3. On occasion, the library will partner with an outside organization to present a “Library Sponsored Program”. The Library will be responsible for creating marketing materials to promote the program.
    - a. The Library will design its marketing materials and be sure to include the partnering organization’s logo.
    - b. The Library must follow its Branding Guidelines to ensure that all marketing materials remain cohesive.
    - c. The partnering organization may request changes to the copy.
    - d. If a partnering organization is dissatisfied with design, color, etc. that impacts our Brand Guidelines, they will be responsible for creating their promotional materials for the program.

## 16. Video in Library

Photography, video, and audio recording in the library is generally permitted if it is for library promotion, an assigned student project, or strictly for personal use. In order to protect the rights of individual patrons and to reduce distractions, photography, video or audio recording, including but not limited to all forms of social media outlets, Skype, and Facetime, on library property, is restricted as follows:

1. Under no circumstances may the public or members of the media take photographs or record video or audio without the express permission of any library patron or staff member who would be prominently included in the composition or recording. Taking photographs or videotaping a minor, an individual under the age of 18, requires the permission of the minor’s parent or guardian. The library takes no responsibility for obtaining these releases.
2. Photography or video recording for commercial purposes is not permitted without approval by the director or the director’s designee. Such approval must be requested in writing and in advance.
3. Community organizations holding scheduled events or meetings in the library study room or meeting rooms may arrange for their photography or videotaping/recording of their event. Such photography and/or videotaping is restricted to the space reserved by the group and to the people in the group. The group is responsible for any necessary permissions and releases.
4. Library staff often takes pictures or records videos at library events to use in library publicity materials and on the library’s website or other social media outlets. Official representatives of the library may take photographs, videotape, or use other recording devices within the library and at library-related events and activities for library purposes. These photographs and video may be copied, displayed, published (including on the library’s website or social media outlets) and telecast for such purposes as promotion, publicity, and news to inform the public about the library. All such photography or videotaping will be in accordance with the library procedures stated here.
5. This policy extends to photographs and filming by library staff at Friends of the Library events and at library booths and/or programs at public events in the community.

6. The Long Branch Free Public Library exercises its right to restrict photography and videotaping in the library. The library does not impose restrictions based on the viewpoints of the person taking photographs or videotaping in the library, but does limit such activity whenever it interferes with the normal operations of the library or infringes on the privacy rights of staff and/or library users. For more information, see the library's Photography & Videotaping Policy.