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Library Mission

Vision

The Osceola Library System is a seamless part of people's life routine. The Osceola Library System is a place of connections between people, information, the community, and personal discovery.

Mission

Everyone is a part of the Library, as the Library is a part of everyone. Anyone who comes to the Library, regardless of method, will return to the Library as they would any other accepted aspect of their life routine.



Circulation

2.1 Resident Cards

Borrowing privileges are extended to all residents of Osceola County. A parent or guardian must sign for minor children under 16. The parent or guardian will be responsible for the appropriateness of resources and for payment of fees incurred with the card. Proof of residency must be presented when applying for a Library card or when replacing a card.

The following will be accepted as proof of current residency:

- Drivers license (preferred)
- State identification card

Or a photo ID with any of the following:

- Osceola County property tax receipt
- Property deed
- Utility bill
- Mortgage or lease agreement
- Vehicle registration
- Checks imprinted with name and address
- Mail imprinted with name and address
- Voter registration cards

2.2 Nonresident Cards

Free nonresident cards are available for anyone who works or attends school in Osceola County. Proof of business or school address, as well as a photo ID and a permanent home address is required.

Visitors may purchase a nonresident card for \$15.00. The card is valid for a year from purchase date. Photo ID and proof of permanent address is required.

2.3 Reciprocal Cards

Customers with a current Library card from Orange, Lake, Brevard or Polk County libraries may receive a reciprocal card free of charge. The card is valid for a year. Photo ID and proof of Orange, Lake, Brevard, or Polk County permanent address is required.

Service Regulations

2.4 Loan Periods

Most resources may be checked out for a period of 21 days. Customers may check out up to 20 resources per card. Popular resources or resources that are limited in size may have additional restrictions.

DVDs are limited to 5 at a time and may be checked out for a period of 7 days. Comic books are limited to 5 at a time for a period of 21 days with no renewals.

2.5 Renewals

Resources may be renewed one time unless the resource has a hold on it. The renewal period is 21 days. Popular resources or resources that are limited in size may have additional restrictions such as DVDs.

2.6 Return of Resources

Customers are responsible for all resources borrowed on their card. Resources may be returned to any Osceola Library System location. Parents or guardians of children under 16 are responsible for their minor children's use of Library resources, including payment of any fees. Resources returned via the 24-hour resource return drop box are the responsibility of the customer. The Library is not responsible for resources stolen or damaged in the 24-hour resource return drop box.

Overdue notices are generated 30 days after due date. The Library may deny borrowing privileges to cardholders with delinquent resources or bills on their account. Any customer account with a balance of \$50.00 or more, and 90 days overdue may be sent to a collection agency. Once an account is sent to a collection agency, the customer must pay for the resources. Returned resources will not be accepted as payment.

2.7 Fees

The Library may charge a fee or recover costs for the following situations:

- Damaged resources: Cost of the resource plus a processing fee of \$5.00, \$2.00 for paperbacks or magazines
- Replacement of resources damaged or not returned: Cost of the resource plus a processing fee of \$5.00 for most resources, \$2.00 for paperbacks or magazines. Resources paid for as lost and later found may be returned for a full refund within 30 days. An original receipt must accompany the resource
- Photocopies: Black and White \$.10 and Color \$.25
- Computer printouts: Black and White/Color \$.10
- Census microfilm rental: Fees set by the lending institution

2.8 Confidentiality

Florida Statute 257.261 protects all registration and circulation records of the Osceola Library System, with the exception of statistical reports derived from said records. Records are considered confidential information and may not be released without the proper judicial order. All requests for such information must be referred to the Library Director.

Customers may designate specific individuals to whom they grant access to their Library account. Any such designee will have full borrower's rights once permission has been granted. The customer, not the designee, is fully responsible for the card and the resources checked out on the card.



Resource Development

3.1 Scope of Resources

Resources selected for the Library are intended to meet the general, informational and recreational needs of Library customers. The scope is intended to offer a choice of format and varying levels of difficulty so that most needs can be met and service given to customers of all ages, within budget constraints and mission parameters. The emphasis is on acquiring resources of wide-ranging interest. The resources are not archival and are reviewed and revised on an on-going basis.

3.2 Maintenance of Resources

The Library maintains a continuous program of discarding worn, outdated, and superseded resources to maintain vitality and accuracy of the Library's collection. Resources that show a lack of demand may also be removed from the Library's collection.

3.3 Donations/Gifts

Donations of resources are gratefully accepted with the understanding that the resources may or may not be added. All donated resources are reviewed by Library staff for possible inclusion using the guidelines set forth in the Resource Development Manual. Donated resources become the property of the Library and will not be returned to the donor. Resources that are not added may be disposed of at the discretion of the Library.

The Library is not able to place a monetary value on donations, but upon request, the Library will provide a written receipt of donations.

Gifts of funds are always welcome and may be designated as memorials.

Gifts of non-Library resources such as works of art shall be at the discretion of the Library Director. Donated resources become the property of the Library and will not be returned to the donor. Normally, gifts with any limitations or restrictions on their use and/or disposal will not be accepted.

3.4 Reconsideration of Resources

The Library acquires resources representing various points of view. Resources are not excluded because of language, text, or illustrations if they meet criteria stated in the Resource Development Manual.

The use of Library resources by customers is a matter of individual taste. While the Library respects an individual's right to personally reject any resource they consider objectionable, the Library must try to provide the broadest spectrum of viewpoints.

A customer may request that a Library resource be reconsidered. The resource will remain available while the procedures for reconsideration of resources are followed.



Library Services

4.1 Reference

Reference services include answering questions, offering guidance in the selection and use of resources, assistance in the use of the Library catalog and with the completion of interlibrary loan requests.

Reference services are offered in a timely manner without bias regarding the nature of the request. All transactions are held in the strictest confidence. Library staff will answer questions using the most accurate and authoritative resources available. Requests will be managed with regard to urgency, complexity and availability of staff.

In person and telephone reference requests will be handled in the order in which they are received. If a request cannot be answered immediately, Library staff will obtain contact information from the customer and see that the customer receives a response within twenty-four hours.

4.2 Events

The Osceola Library System develops and presents events that reflect community interests and promote Library resources and services. Individual events are selected based on their quality of presentation and ability to encourage the use of Library resources and services.

All Library events are open to the public; however, some events may require advance registration and/or limited seating. No fees will be charged to customers attending Library events except with the approval of the Library Director. Library events will not in any way solicit or be used for personal or commercial gain.

4.3 Internet Use

The Osceola Library System offers both filtered public access to the Internet and other electronic resources. The Library has no control over the quality or accuracy of the information found using the Internet and does not assume responsibility for its content.

Parents or legal guardians of a minor child are responsible for the child's use of the Internet at the Library.

Accessing, downloading, uploading, or viewing pornographic, obscene, or sexually explicit resources is strictly prohibited. Anyone found doing so could lose his or her computer privileges and will be asked to stop. See Florida Statutes 847.011(1)(a) and 847.0133(1). Copies of these statutes can be viewed upon request.

Customers must act in accordance with the Copyright Law of the United States (Title 17 United States Code) governing the distribution and reproduction of copyrighted resources. Customers are solely responsible for violations of the copyright law. Customers must comply with all applicable federal, state, and local laws. The Library assumes no responsibility for damages arising from the use of computers or electronic services through its network. Customers may not attempt in any way to alter or damage computer hardware or software.

The Library reserves the right to regulate the use of resource stations, including the amount of time a resource station may be used. Failure to comply with either this policy or corresponding procedures may result in loss of computer use and/or Internet access. For further guidance, refer to the Computer Use procedures.



Facilities

5.1 Service Hours

The Library Director will insure that the Library System is open to the public based on a published schedule of service hours. The Library, as a Department of Osceola County Government, adheres to the County's Holiday Schedule. The Library Director may temporarily open or close the Library or its locations at other times, if the situation warrants.

5.2 Multipurpose Rooms (Programming/Meeting Rooms)

The Osceola Library System provides multipurpose rooms for lawful public use. All uses of the multipurpose rooms must be in accordance with applicable local, state, and federal statutes. Multipurpose rooms are available for reservation for meetings and events of a civic, cultural, religious, political, or educational nature. The direct sale or promotion of goods and services by for-profit businesses is prohibited in multipurpose rooms. Persons attending these multi-purpose room functions are subject to the Library Code of Conduct. Additionally, functions will be open to the public.

Promotional materials and announcements for meetings and events held in multipurpose rooms must have the approval of the Library Director prior to distribution. Promotional materials and announcements for meetings and events shall not suggest or imply the endorsement of the Library or the County.

The person making arrangements for the use of the room assumes full responsibility for the condition of the room. Groups and individuals using multipurpose rooms are responsible for setting up and taking down tables, chairs, and equipment and should make arrangements to set up in advance and tidy the multipurpose rooms at the conclusion of an event or meeting. Rooms must be left in a clean and orderly condition. The Library is not responsible for resources or equipment left in the multi-purpose rooms.

The rooms are available during the hours the Library is open to the public.

Requests for the use of a multipurpose room may be made up to (6) months in advance. Groups or individuals may reserve multipurpose rooms up to (12) times in a fiscal year (October-September) system-wide.

Rooms that have not been booked in advance may be used on a first come, first serve basis.

No customer may be excluded because of race, nationality, age, gender, disability, or due to social, religious, or political views.

5.3 Literature Distribution

The Library maintains distribution points for the purpose of announcing and promoting Library programs, events and partnerships. Additionally, the Library will provide limited space for the distribution of information provided by city, county, state and federal government agencies. All other resources will be considered unauthorized and discarded.

5.4 Displays/Exhibits

Library exhibits and displays are intended to promote Library resources, partnerships and special events. If an exhibit may be enhanced by inclusion of non-Library resources, the Library may choose to include those resources.

5.5 Library Staff Areas

Customers are not allowed to enter areas of the Library designated as staff only without the express permission of a Library staff member.



Community Relations

6.1 Media Contact

Contacts with the media will be arranged for the Library through the Business Office.

All contacts made by the media will be forwarded to the Library Director. The Library Director will contact the County's Public Information Officer.

Library personnel may not speak to the media on behalf of the Library without prior approval of the Library administration.

6.2 Speaking Engagements

Speaking engagements made by Library personnel on behalf of the Library will be coordinated through the Business Office with the approval of Library administration.

6.3 Promotional Resources

Library promotional resources designed to be disseminated to the public will meet standards of quality established by the Library. The Business Office will be responsible for approval of all promotional resources.

6.4 Emergency Situations

In an emergency situation the Library Director, or a designee of the Library Director, will make the official statement to the public and media.

In the event that the Library has to be closed due to weather or an emergency situation the Library Director, or a designee of the Library Director, will contact designated media outlets.

6.5 Volunteers

The Osceola Library System Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid Library staff and/or work on special projects. Participants in the volunteer program generally come to the Library from a number of sources, including community social service agencies, volunteer centers, the County probation community service program, and from regular referrals. The number and type of volunteers accepted are based on the amount of work and supervisory time available. Volunteers must be 16 or older.

6.6 Library Partnerships

The Osceola Library System actively seeks community partners to further the Library's mission-driven and strategic action plan. These partnerships are relationships with other organizations that work in mutual cooperation and responsibility and are designed to benefit all participants. The Osceola Library System will enter into proposed partnerships deemed to be in the best interest of the Library and the community it serves. When determining a partnership, the administrative team will consider the following (listed in priority order):

1. The partnership will support the Library's policies, goals, mission, vision and values.
2. The partnership builds upon existing strengths of both the Library and the potential partner.
3. The Library has the resources available to create a successful partnership.
4. The partnership allows the Library to enhance a service, activity, or program that it could not do alone or under existing partnerships.
5. The partnership brings the Library together with partners who have a common interest in a successful alliance and will participate on an equitable basis.
6. Partnerships will create goodwill and enhance the community profile of the Osceola Library System.



Code of Conduct

The following activities are prohibited on Library premises:

- Smoking (within Library facilities)
- Eating or drinking, except in designated areas
- Abusive language
- Sleeping
- Noisy behavior
- Inadequate attire (shoes and shirts are required)
- Loitering, panhandling
- Solicitation, campaigning or petitioning
- Selling merchandise or services on Library property without prior permission from the Library
- Animals except those approved as working companion animals or for the purposes of Library approved programs
- Use of photography, film or video recording without prior permission from the Library
- Disruptive, unsafe or threatening behavior, including harassment of Library personnel and customers

A verbal warning shall be given to anyone exhibiting these prohibited behaviors.

If the behavior continues, or if any single, serious violation of the rules is observed, the customer will be asked to leave. Failure to do so will make the customer liable to arrest under Florida Statute 810.08—Trespass in structure or conveyance.

The following are prohibited on Library premises and will result in immediate expulsion from the Library premises without warning:

- Firearms or weapons, with the exception of Law Enforcement Officers
- Criminal activity as defined by Florida Statutes
- Inebriation/under influence of drugs
- Violence or destruction of property

Supervision requirements for children in the Library:

The responsibility for the safety, behavior, and access to library resources, including electronic resources, for children, rests with the parent or responsible caregiver. Children under the age of eight (8) must have a parent or responsible caregiver within the immediate sight of the child. Children between the ages of eight (8) and ten (10) must have a parent or responsible caregiver present in the Library facility. If a child is found to be unattended, an effort will be made to locate a parent or responsible caregiver. If the Library staff is unsuccessful at finding a parent or responsible caregiver, law enforcement will be called to remove the child from the premises.