

CATOOSA COUNTY PUBLIC LIBRARY POLICY MANUAL



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**CATOOSA COUNTY PUBLIC LIBRARY
POLICY MANUAL**

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Preface

The Policy Manual for the Catoosa County Library was first presented to the Board of Trustees on July 9, 2015, for consideration and action at the October 2015 Board meeting. Final approval was granted at a meeting on November 19, 2015. Edits to reflect current library practice were approved on February 20, 2018. A Programming Policy was added and library programming was added to the request for reconsideration form at the January 14, 2020, quarterly meeting of the Library Board of Trustees. Edits to the Materials Reconsideration policy and new library forms were approved January 18, 2023. This policy was reviewed and updated to reflect modern language and current practices in January 2025 and approved on January 15, 2025 at the regular Library Board of Trustee's meeting. The Proctor Service Request form was updated and approved on January 21, 2026.

Material included in the manual includes a variety of policies and procedures approved earlier by the Board of Trustees covering assorted areas of the library's operations in serving the public.

In those areas of responsibility involving the library's role as a Department of Catoosa County, the library refers to the policies and procedures as laid out by the County in the Catoosa County Board of Commissioners Employee Handbook. This handbook is available on Catoosa County's website, www.catoosa.com

In those areas of responsibility involving the Georgia Library Public Information Network for Electronic Services (PINES) which runs on the Evergreen automation system and is the public library automation and lending network, the library refers to the policies and procedures as laid out by the Georgia Public Library Service (GPLS) in the PINES Circulation Policies and Procedures Manual.

The Board of Trustees may at any time change, amend, and otherwise reconfigure the Library Policy Manual to address its ongoing operational needs.

I. Public Services Policies

Basic Services

The library provides a full range of basic public library services at no cost, including:

- In-library use of materials and equipment
- Public use computers
- Circulation of materials to registered borrowers
- Answers to reference questions submitted in person, by email, by telephone, or by fax.
- In-house research and reference assistance
- Programming for all ages
- Interlibrary loan for items not held by the library (except for direct costs to the library which will be reimbursed--no profit is made on these transactions)

The library staff may not offer any tax advice, including which forms one should use, or any legal or medical advice. Materials offering these types of information may be offered or quoted, but no personal opinion answers without citation are to be given by staff.

A staff member may allow public use of library phones in case of an emergency where the conversation is kept very short (under 3 minutes). An example is allowing a child to call a parent to pick them up. The library phone is the public's way of getting help from the library. It is not to be used for outside business purposes or extended calls.

Fee-Based Services

The library offers some services that are supported by user fees, including:

- Printing from computers: \$0.25 per page for black and white or \$0.75 per page for color
- Staff-assisted photocopiers: \$0.25 per page for black and white or \$0.75 per page for color
- Fax services: \$1.00 per page

Computer Use and Internet Access Policy

The use of the library's computers and the Internet is a privilege, not a right. Inappropriate use will result in the cancellation of the privilege. All patrons are expected to use the library computers and the Internet in a legal and responsible manner, consistent with the educational and informational purposes for which they are provided. Users may not violate Federal, State, Local laws or ordinances, including the transmission or receiving of any offensive or harmful material, fraud, or downloading copyrighted material.

Internet Filtering

Due to court decisions, all machines are filtered. Parents or guardians, rather than the library or the library staff, are responsible for the Internet information selected and/or accessed by their children. Parents are asked to supervise their children's Internet sessions, as some available information is sexually explicit, controversial, or inappropriate.

No Library Endorsement

Information found on the Internet does not carry the library's endorsement. While the number of sites on the

Internet is constantly increasing, not all these Internet sources provide accurate, complete, or current information. Patrons need to be good information consumers, questioning the validity of the information found.

Personal Information

It is the responsibility of library patrons to take steps to safeguard their personal information. We strongly discourage the sharing of personal information via library computers due to the threat of identity theft and other computer-related crime. The library assumes no liability resulting from the exchange of personal information on a library computer or through a library network. Personal information may include but is not limited to, user names, passwords, credit card information, or financial account information.

Library Staff Limitations

Library staff will answer basic questions about computer use and jargon. Staff cannot provide impromptu in-depth training on how to use the computer or Internet. Please refer to materials in-house for assistance or attend available technology programs. Staff cannot advise patrons on how to complete tax, financial, medical, or other private records or enter information on a patron's behalf due to liability issues.

Use of Library Computers

Library computers are available for use by signing in via patron's library card or via guest pass acquired at the front desk. Each library computer includes an Internet browser and basic office software. The library does not provide e-mail or database software. Patrons may access their webmail accounts through the Internet. The library allows the use of USB data storage. The library is not responsible for damage to a patron's data story media or computer or any loss or corruption of data. Software may be downloaded to storage media, but may not be downloaded to the library computers.

Computer Availability

The library cannot guarantee computer resources such as the Internet or printers will always be available. The library does not guarantee that individual applications or Internet websites will be accessible or will work with the computers provided. The library reserves the right to perform maintenance, or conduct staff or patron training on the computers at any time.

The library maintains five types of computers for patrons use:

1. Hourly Computers

Library patrons with a library card in hand are allowed to use Hourly Computers for one 60 minute session each day. The computer reservation software requires a unique library card number or guest pass for each session. No patron is allowed to present more than one library card for computer use on a given day nor is any card allowed to be reused on a given day. If there is no one waiting, the reservation software will allow a patron to extend their session by 60 minutes. If a patron requires additional time the library staff may extend the patron's time if no one is waiting for a computer.

3. OPAC (Online Public Access Catalog) Computers

OPAC computers are provided for searching the library's web-based PINES catalog.

4. Laptops and other devices

The library makes a variety of devices available for patrons to check out. Devices will be checked for damage before it is discharged from a patron's library card. If the device malfunctions while a patron is

using it, the patron must immediately alert library staff. Do not attempt repairs, adjustments, or alterations of any kind. The borrower is responsible for any damage done to the device or peripherals, as well as theft if the borrower leaves the device unattended. The full replacement cost for each device is the current market price. Failure to return a laptop or device to the library will result in the cost of the device being charged to the patron's account.

3. AWE Stations

The library has several computers available in the children's area. These computers are not connected to the internet but provide access to a wide variety of age-appropriate and engaging learning content to help children develop early literacy skills in the areas of English, math, science, and the arts.

4. Self Service Computers

The library provides two computers to allow patrons additional privacy. These self-service computers allow patrons to check out materials to their library card or print documents without interacting with a staff member.

Printing

Black and white laser printing is available at the cost of 25 cents per page and color printing for 75 cents per page. When a patron prints from the computer, the reservation software calculates the cost of the print job based on the printer being used and asks the patron to confirm the cost of the print job before it is submitted for printing. Patrons must pay for their printing before a staff member or self-printing station will release the print job. All pages must be paid for, even if the patron only wants part of a print job.

Extension Services

The library works extensively with the Georgia Library Service for the blind and print disabled, formerly Georgia Library for Accessible Statewide Services (GLASS), which is the agency that provides assistive technology and accessible reading materials for the visually and physically impaired. The library will work with patrons as much as possible but may refer patrons and family members to Georgia Library Service for the Blind & Print Disabled for additional services.

Large print collections are available in the library.

Proctoring Service Policy

The Catoosa County Library values the concept of lifelong learning goals. To support these goals, students may request exam proctoring at our library. Exam proctoring is subject to the availability of authorized staff and will be undertaken provided the conditions set by the examining institution can be met without undue disruption to the library's normal functions.

PROCTORING GUIDELINES:

- All exams must be sent to the library or e-mailed for electronic exams.

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- A minimum of one week's advance notice is required. An appointment must be made for each exam
- Students are responsible for ensuring that all exam requirements are met and that any test has been received by the library before the exam is taken.
- No costs (postage charges, copying, etc.) are to be incurred by the library.
- Exams must occur during the library's regular hours of operation and be completed at least thirty (30) minutes before the library closes.
- Paper exams not taken by the expiration date will be shredded.
- The library will not be responsible for any delayed tests nor for any completed tests once they leave the library's possession and have been sent back to the examining institution.
- The library cannot guarantee that technical problems will not occur when using library PCs.

Students requesting Proctoring Assistance must fill out the *Proctoring Service Request* form included in the ADDENDA at the end of this manual and email the completed form to info@catoosacountylibrary.org, drop off the form in person, or mail to:

Director,
Catoosa County Library
108 Catoosa Circle
Ringgold, Georgia 30736

II. Facilities Use Policies

Anyone may use the public library regardless of origin, age, background, or views. Any restrictions on the use of the library are for the purpose of ensuring the public's free access, the safety of patrons and staff, and the protection of library resources and facilities.

Filming and photographing within library facilities is permissible except where the nature of the photograph is questionable, where locked-off areas have to be opened, where normal library service would be impaired, where individual patron privacy or security are in question, or where an unreasonable arrangement of books or furniture is required.

All areas of all library facilities are smoke-free. The entire Benton Place Campus has been designated as a tobacco-free campus.

Critical Incident Policy

The library follows the Critical Incident Policy as laid out in the [Catoosa County Employee handbook](#) on page 151.

Emergencies

The following emergencies require the evacuation of the building:

- Fire or smoke visible in the building
- Power loss for more than 60 minutes, unless conditions outside (e.g., storms) make evacuation a more dangerous prospect than allowing patrons to remain inside.
- Bomb Threat
- Flooding or loss of water

If evacuation is necessary, the highest priority is making sure that all patrons are evacuated as quickly as possible without panic. Staff should quietly request that patrons leave the facilities immediately, taking their personal belongings with them. However, staff will not allow patrons to take time to pack belongings if they are spread out on a table but only allow them only to pick up a purse or bag and leave. In an emergency, time is of the essence and a delay to collect scattered belongings could be fatal.

Visible Fire or Smoke Inside the Building

If fire or smoke is visible, immediately direct patrons to the nearest fire exits.

Before leaving any public area, staff for that area must check to be sure all patrons are gone, including checking restrooms. If an alarm has not yet sounded, notify any staff in the non-public areas that the building is being evacuated and they need to leave. Then the staff should exit as quickly as possible through the nearest exit.

Staff working in non-public areas should exit the building as quickly as possible, taking only easily available personal items and not stopping to collect personal items from cubbies or desks. Staff should not stop at cubbies or desks to gather personal belongings. If an emergency truly exists, hesitating could mean the difference between life and death.

Power Outage

Power loss for more than sixty (60) minutes may constitute a reason to close the library at the discretion of the Library Director. If the Director cannot be reached, the staff member in charge is to make the decision. If the

power goes off and has not come back on within an hour, staff will inform patrons that the library is closing because of the power failure, and follow regular closing procedures. Manual backup procedures should be used for any patrons wanting to check out library materials. Before closing, make sure all lights and machinery (computers, televisions, etc.) are switched off.

If conditions outside (e.g., storms, tornados, sudden snow/ice storms) make evacuation a more dangerous prospect than allowing patrons to remain inside, request that patrons stay away from large windows or glass doors that may shatter. If conditions have not improved by the regular closing time of the library, the Director, or the staff member in charge, should be consulted to decide on whether or not the library patrons may remain.

Illness or Injury (Patron):

If a patron falls, has an epileptic or other seizure, or is in any way injured on library property, a staff member will contact the Director, or staff manager in charge, even if the patron insists that no injury has resulted. Staff cannot move an injured person. If the staff member present knows the family personally, he/she may attempt to contact the family. If circumstances warrant, call 911 for an ambulance.

At least one staff member who observes an accident must complete an incident report. The report should include the patron's name, address, phone number, and circumstances of the accident. This form should be given to the Library Director.

In the case of a minor illness, staff will help the patron to a seat or a public restroom then offer to call the patron's family, physician, or an ambulance.

Illness or Injury (Staff):

In the case of an injury or illness of a staff member while on duty, staff will notify the Director, or staff member in charge, for advice. If the illness is severe, staff will help the staff member to a staff area and offer to call the family or physician. In an emergency, staff will call 911 and request an ambulance. Staff cannot move an injured person. Staff will use the nearest first aid kit, if appropriate. In the case of an injury, a staff member who saw the circumstances should complete an incident report and give it to the Library Director.

Exhibits and Displays

Exhibit spaces and display cases in Catoosa County Public Library facilities are primarily used to promote reading, education, and library usage. Themes for displays or exhibits may be educational, seasonal, patriotic, cultural, or community-focused. Community collections and/or artifacts may be featured. Exhibits are formulated to appeal to the entire community. Selection is based on the widest community appeal and interest, as well as format, space, staff, and budget allowances. The library retains priority rights to all exhibit and display spaces for library purposes. Approval for all exhibits and displays rests with the Library Director or appointed designee(s).

Displays are usually content-neutral since the library rarely takes sides in political or social controversies. The library will generally not be used as a forum for the presentation and dissemination of one particular viewpoint. Distribution, exhibit, or posting of materials by the library does not necessarily indicate the library's endorsement of ideas or events promoted by those materials.

The library assumes no liability in the event of damage, destruction, or theft of a display.

Exhibits generally will be maintained for no longer than one month.

Items or information loaned for exhibit by organizations or individuals will be acknowledged within the exhibit if the organization or individual provides identification material.

The library does not provide display equipment (e.g., pedestals, easels, mounting boards). Exhibits meeting the library's criteria but requiring special display equipment will be accepted only when the lender can provide this equipment. The library will not provide storage space for exhibits.

Conduct in Library for Patrons (Adopted 03/12/2015)

The Catoosa County Public Library is supported by the taxes of the people of Catoosa County who expect our facility to be a clean, comfortable, and safe place for selecting materials, reading, researching, studying, writing, and attending programs and meetings. To this end, the library is responsible for establishing rules of conduct to protect the rights and safety of library patrons, volunteers, and staff, and for preserving and protecting the library's materials, equipment, facilities, and grounds. In addition, the library has a strong commitment to intellectual freedom and freedom of access to information.

The Catoosa County Government and Catoosa County Public Library denounce violence and all forms of physical harassment, and such behavior will not be tolerated.

Catoosa County Library employees are to report any threats of violence they anticipate, observe, or experience to the Director or staff member in charge.

Enforcement of these rules will be conducted in a fair and reasonable manner. Failure to comply with the library's established rules, regulations, and policies could result in removal from the premises and exclusion from the library for a period of time at the discretion of the Director. Violations could also result in the restriction and/or termination of library privileges, including the use of library computers and other equipment.

For the safety of patrons, volunteers, and staff, and the protection of library property, the following actions are only examples and are not all-inclusive of conduct not allowed on library property:

1. Engaging in any activity in violation of Federal, State, Local, or other applicable law, or Library policy.
2. Being under the influence of, or possessing alcohol, illegal substances, or illegal drugs and selling, using, or transferring to another individual.
3. Verbally or physically threatening or harassing other patrons, volunteers, or staff, including use of profanity, stalking, staring, lurking, offensive touching, and obscene acts such as sex acts and indecent exposure.
4. For-profit activities.
5. Stealing, damaging, altering, or inappropriately using library property in library facilities or on library grounds, including computer hardware and software, printers, copiers, phones, and other equipment.
6. Trespassing in nonpublic areas, being in the library without permission of an authorized Library employee before or after library operating hours.

7. Fighting or challenging to fight, running, pushing, shoving, or throwing objects.
8. Creating disruptive noises, such as loud talking, screaming, or banging on computer keyboards.
9. Using audible devices without headphones or with headphones set at a volume that disturbs others. Using cell phones, pagers, and other communication devices in a manner that disturbs others.
10. Using restrooms for personal grooming such as bathing or shampooing, shaving, haircuts, doing laundry, or changing clothes. Taking library materials into restrooms.
11. Loitering or panhandling upon library property.
12. Smoking, chewing, and other tobacco use; including "vapor" devices or smoking of any kind in library facilities.
13. Entering the library barefoot, without a shirt, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment. *Complaints must be directed to library management personnel.*
14. Consuming food in public areas of the library other than meeting rooms unless pre-approved by library administration.
15. Using wheeled devices in library buildings is limited to wheelchairs, walkers, strollers, and or any other medically necessary device(s).
16. Lying down or sleeping in the restrooms or on any floor, couch, table, or seat in the library. Blocking aisles, exits, or entrances with personal possessions or by sitting or lying down in them. Leaving unattended items in the library.
17. Neglecting to provide proper supervision of children.
18. Bringing pets or animals, other than service animals necessary for disabilities, into the library, except as authorized by the Library Director.
19. Distributing or posting printed materials or literature without prior approval by the Library Director.
20. In addition, the library does not allow unapproved solicitation, petitioning, or panhandling, distributing literature, sales of goods or services, or similar types of appeals by members of the public on library property.
21. Unauthorized or unscheduled group meetings.

Public Notices

The Catoosa County Library permits the posting of notices, advertisements, promotional materials, brochures, or flyers advertising activities or services sponsored by non-library groups only in designated areas specified in the library. The location and distribution of such materials will be at the discretion of the Library Director, and materials placed without permission in the library will be discarded. Staff may remove items that are deemed to be inappropriate under these guidelines, out of date, or deemed no longer useful.

Political positions may not be generally posted or advertised unless they relate to library support or operation. Similarly, no rally-type behavior will be permitted on library premises without Library Board authorization.

No organization or individual shall be permitted to place in the library a box, receptacle, or canister which solicits donations, nor shall any poster or display be permitted which advocates or solicits consideration of any product or item sold unless it is part of a library-sponsored/approved effort.

Unattended Children on Library Property

Parents are responsible for their children's behavior while on library property. Liability and library policy will not allow the library to accept responsibility for the care and safety of unattended children in the library, or of children who leave a library building or its grounds. Therefore, it is library policy that all children under the age of 12 must be accompanied by a responsible adult while in the library. For their safety children are subject to library policies.

The library will not be responsible for children left on library property at any time. Parents should be aware of library hours, which are posted near the front entrance. The staff will call the appropriate Police Department or Sheriff's Office to pick up children left at the library.

Responding to Disruptive Conduct

Persons who persist in disapproved conduct or who refuse to leave the library buildings and grounds when requested will be subject to appropriate legal action. Staff may call the appropriate Police Department or Sheriff's Office for assistance in any circumstances in which they feel such assistance is warranted.

Theft

The library is not responsible for articles stolen from a patron or staff member while in the library, on the grounds, or in library parking lots. If a theft does occur, however, the staff member who learns of the theft should notify the Director or Assistant Director. Staff should assist patrons wishing to report thefts to the police in any way possible.

Multi-Purpose/Meeting Room and Patio Use Policy

The Catoosa County Library (CCL) provides multi-purpose/meeting room and patio space for library-sponsored or co-sponsored programs as well as service to the community for use by non-profit organizations and government or public education agencies. This is a community resource that provides a place for people to gather for cultural, civic, intellectual, and informational educational engagement. Priority for use will be given to library-related and county government programs and those co-sponsored by the library. The library may set aside certain times for library-related programs. CCL reserves the right to deny applications for use to eligible organizations based on the availability of space, staff coverage, and frequency of use.

Approval does not constitute a "co-sponsoring" relationship and should not be represented to the public as such. No implications can be made through written material or media relations that CCL is sponsoring the event. Authorization for the use of CCL's facilities does not reflect endorsement by the library of any particular program, position, or purpose of any person or organization.

Eligible Organizations/Individuals:

Space may be reserved for such events as workshops, conferences, institutes, book discussions, training, touring exhibits, and programs. Examples of organizations and permitted users are as follows: Friends of the Catoosa County Library, educational, civic, cultural, and governmental (group sponsored by city, county, state, or federal agency).

Non-Eligible Organizations/Individuals:

The library multi-purpose/meeting room and patio may not be used for:

- Commercial purposes, solicitation of business, or non-CCL fundraising
- Political campaigning on behalf of, or in opposition to, any candidate for elected public office.
Political forums are allowed
- Any illegal or potentially hazardous activity or programs that would be disruptive to CCL or endanger the safety of CCL staff.
- Personal reasons, such as family reunions, wedding receptions, and similar events.
Unless approved by library administration
- One-on-one meetings of any kind, for example, one-on-one tutoring.
Unless approved by library administration

Procedures and Guidelines:

The library's multi-purpose/meeting room and patio are maintained primarily for use by CCL. Library usage takes precedence over all other uses. For times when the multi-purpose/meeting room and/or patio is not needed by CCL, requests for use are considered on a first-come, first-served basis and subject to the following procedures and guidelines:

Reservations and Approvals:

- A **Multi-purpose Room/Porch Reservation Form** found at the end of this manual must be completed and signed in advance by the adult (18 years or older) representative of the requesting organization. They can be faxed, mailed, or emailed to CCL care of the Assistant Director.
- All applications have to be approved by the Director or his or her designee.
- All applications should be submitted at least two weeks before the meeting date. There is no "same day" approval for groups unless the group has been previously approved.
- Groups wishing to meet on a regular basis must confirm before each need. CCL may not accept multiple reservations at any time from any group unless the group is CCL sponsored.
- Multi-Purpose/Meeting Room and Patio applications must be reviewed annually.
- Multi-purpose/meeting room and patio can only be used during the library's regular business hours.
- CCL will NOT supply any materials for meetings. A/V equipment may be available for use in the multi-purpose/meeting room if requested in advance on the reservation form but is not guaranteed.

Restrictions:

- Attendance may not exceed the Multi-purpose room/patio's capacity.
- Meetings/programs with minors must be supervised at all times by the adult responsible for the multi-purpose room/patio reservation.
- Tables and chairs may be rearranged for meetings but the room/patio must be returned to its original condition afterward.
- All programs and meetings must be free with the exception of fundraising programs that generate financial support exclusively for CCL. NO admission fee may be charged and only voluntary donations may be collected. Groups may charge for materials used in the program or allow membership dues to be collected, but no other money transaction may be made.
- No food is permitted unless requested in advance on the reservation form. If permission is granted, certain

restrictions still apply: no alcohol or flames/heating elements are allowed on CCL property. All refuse must be left in waste containers or taken by the sponsoring group.

- Groups using the multi-purpose room and/or the porch are requested to end programs at least 30 minutes before the closing time of CCL.
- No group may assign its reservation to another.
- All groups assume full responsibility for the group's behavior and any damages to the facility or equipment which may occur while using the facility.
- Notice of cancellation should be made to the library as soon as possible. Failure to appear 30 minutes after scheduled times may result in forfeit of reservation.
- Future use of the multi-purpose room and/or the porch may be restricted or denied for any violation of the rules.

Equipment:

Use of CCL equipment must be requested when reserving the multi-purpose/meeting room and patio. CCL staff are not available to work the equipment.

1. The following CCL equipment is provided at no charge.
 - a. Tables
 - b. Chairs
 - c. Podium
 - d. DVD Player
 - e. Interactive TV
 - f. Wireless Internet
2. CCL will assess fees if library equipment or property is damaged or if special cleaning is necessary after the meeting.
3. The library is not responsible for the loss of and/or damage to equipment owned by the group. CCL cannot store equipment or supplies belonging to a group.

Additional:

- No group may use the CCL logo in promoting or advertising its meeting without the CCL's permission.
- No group may list the address of CCL as its mailing address.
- Issues regarding both the multi-purpose/meeting room and patio policy and/or the content of programs or events in the meeting room should be addressed in writing to the Director of the Catoosa County Library for review.

III. Materials Use Policies

Access to Library Materials

The Catoosa County Library believes that free access to information is essential to a free society. Library staff cannot make a judgment as to what is suitable reading for any person, particularly a child. The only person with the authority to guide or restrict a child's use of library materials is that child's parent or guardian. Accordingly, there are no public areas in the Catoosa County Library which are restricted from children, and all materials are openly shelved.

Our library serves a diverse population of many ages, ethnic groups, and educational levels, with many different values and needs. We try to provide the widest possible variety of informational and recreational resources to meet these needs. We want you to know that there are materials in the library that you may not consider suitable for all age groups. We encourage you to be actively involved in your child's reading and to monitor the materials they read, whether these are from the library or any other source.

Families are responsible for deciding which materials in the library are appropriate--or inappropriate--for individual family members. A public library may neither set nor enforce values for the families it serves. We strongly urge you to judge all of our materials by your own values, decide who in your family may use the materials, and determine the appropriate level of supervision necessary to enforce these decisions.

Borrower Registration

Library cards are free to all residents of Georgia. Persons who attend school, own property, or are employed in Georgia are eligible for a free PINES card. Patrons of both PINES and non-participating Georgia public libraries may receive a PINES card. Users from non-participating Georgia libraries shall have the same privileges as PINES users. Most PINES cards are valid for 2 years.

Property owners who do not reside in Georgia may be required to show proof of ownership, such as a tax bill or deed. Persons employed in Georgia or attending school in Georgia may be required to show proof of employment or enrollment.

Out-of-state cards are available to persons living outside Georgia who do not meet the above criteria for a \$25 annual fee, payable at the time the card is issued. A temporary card is available for a \$12.50 charge and is good for 6 months.

Signing a PINES card application denotes acceptance of responsibility for all fines, lost or damaged materials charged on that card.

There is no minimum age for a child to receive a PINES card. A parent or legal guardian may register a child. A parent or guardian must show proper ID to register a child. A parent or guardian must sign the application for all children under 18. Signing a child's PINES card application denotes acceptance of responsibility for all fines, lost or damaged materials charged on that card.

A library card is required in order to check out materials. Proper identification must be presented to register. An applicant for a new card is required to provide a proper ID, which includes their current local address. The registering library is responsible for ensuring that a correct address is obtained.

The following are acceptable identification for a PINES card:

- A photo ID showing a current local address
- A photo ID **and** one item from the approved list (see below) showing current local address (if photo ID does not have the correct address),
- TWO (2) items from the approved list that show the current local address.

Acceptable ID includes:

1. Valid driver's license
2. Valid voter registration card
3. Checks with pre-printed addresses
4. A utility bill
5. Tax receipt
6. Other pieces of mail that show the user's name and current address.

Applicants for a card must complete and sign an application form, available at any PINES participating library's circulation desk. Parents or guardians of children under the age of 18 must sign their child's application.

For more in-depth information please refer to the PINES Circulation Policies, 2010.

Borrowing Periods

Please refer to the PINES manual for information on circulation periods for library material.

Patrons may return materials to the front desk during library hours or use one of three outdoor book drops which are also available for patrons to return items when the library is closed.

Confidentiality of Patron Records

The circulation and similar records of Catoosa County Library which identify the user of library materials shall not be public records but shall be confidential and may not be disclosed except (1) to members of the library staff in the ordinary course of business; (2) upon written consent of the user of the library materials or the user's parents or guardian if the user is a minority or ward; or (3) upon appropriate court order or subpoena. All requests for such information shall be addressed to the Library Director. (Georgia Code, 24-9-46)

Interlibrary Loan

Lending

The library accepts ILL requests online via OCLC or paper requests via mail or fax (ALA or equivalent). The loan period for ILL materials is set by the lending library. The Catoosa County Library normally allows a thirty (30) day lending period for CCL materials. New books, reference books, periodicals, and microforms are not generally available for lending. Renewals are at the discretion of the lending library, but may not generally be expected.

There is no charge to the borrowing institution for books. Regular copy and fax fees apply.

Reciprocal agreements with specific institutions may be negotiated on a case-by-case basis.

Borrowing

The library will make an effort to find and acquire for a loan any item requested by a patron. There is no fee for

this service; however, patrons will be asked to reimburse the library for the actual cost of postage on the items they borrow and/or any fees charged by the lending library. Patrons will also be held responsible for any items damaged or lost, except items lost in transit between libraries.

Overdue, Lost, or Damaged Materials

To encourage prompt return of materials, the PINES libraries have established a schedule of fines and fees as a penalty to those patrons who fail to return materials by their due dates. PINES grants a one-day grace period so that materials returned one day after the due date do not accrue a fine. Once the one-day grace period has passed, fines will include the charge for the grace day.

Please refer to the PINES Manual for information on circulation periods, renewals, and overdue fines for library material.

If an item is lost, the price of the item, plus an optional processing fee of up to \$10, will be added to the patron's card. Lost items may be paid for at any PINES library. Payments for lost or damaged materials will be returned to the owning library. These payments must be remitted monthly.

Patrons are responsible for all library materials checked out to them, including audio and video materials damaged by equipment. The library is not responsible for damage to patron equipment that might be caused by library material.

Books or discs that are lost or so badly damaged that they cannot be repaired will be charged at the current replacement cost. The replacement cost the amount listed on the item record. Library staff will determine whether to replace the item with a duplicate, similar or different item. If at a later date, a patron finds a lost item for which they have already paid the library's replacement cost, a patron can request a refund. Refunds are not guaranteed; this process must be completed by Catoosa County Administration Office. Patrons must be able to produce their original receipt and the transaction can be no older than six (6) months old.

The Parent or Guardian listed on a minor's account is responsible for items checked out on that account . If a minor loses or damages a library item beyond repair, it is the parent's/guardian's responsibility to pay for the item(s).

PINES Policies and Use Policies

Refer to the *PINES Circulation Policies and Procedures Manual*, produced by Georgia Public Library Service. This manual is updated and revised on a regular basis and made available by GPLS. The Library adheres to all PINES Policies and Procedures as outlined in the latest version of the Manual.

IV. Administrative Policies

Capital Assets

All capital assets are owned by the Catoosa County Government. Catoosa County Library will maintain an up-to-date record of all capital assets owned by the library, showing the date purchased, the amount paid and from whom purchased. Ownership records for books and other materials will be maintained on the library's computer catalog and shelf list.

Items may be removed from the inventory when they are no longer useful. Upon approval of the Board, disposition of these materials will be either through surplus public auction or sale, sealed bids, or donation to Friends of the Library for their sale.

Gifts

Monetary gifts to the library are gratefully accepted. Gifts of money, stocks, bonds, endowments, estates, land, etc., will be accepted, providing conditions of such gifts are acceptable to the Catoosa County Commission. If no purpose is specified for donated funds, they will be used at the discretion of the Board to enhance library services or collections, for the operational reserve fund, or for capital improvements.

Gifts of personal property, art objects, portraits, antiques, and other museum-type objects are not generally considered acceptable gifts for a library, and the Catoosa County Library Board may refuse such gifts.

The library reserves the right to refuse gifts of any kind if the Library Board decides that conditions for its acceptance are not compatible with the library's mission or cannot reasonably be met.

The appraisal of gifts to the library for tax purposes is the responsibility of the donor. The acceptance of a gift that has been appraised by a donor or third party does not constitute the library's endorsement of the appraisal.

Open Records

Under Georgia's Open Records Act (O.C.G.A., 50-18-70), "All state, county, and municipal records, except those which by order of this state or by law are prohibited from being open to inspection by the general public, shall be open for a personal inspection of any citizen of this state at a reasonable time and place; and those in charge of such records shall not refuse this privilege to any citizen."

The definition of a "public record" which is available for inspection and copying by any member of the public has been broadened to include all documents, papers, tapes, or similar material "prepared and maintained or received in the course of the operation of a public office or agency." When a request for a particular record is received pursuant to the Open Records Act, almost everything is included within the broad definition of "public record," unless a specific exception is contained in the law. Some records are not available for public inspection and copying pursuant to exceptions under the Open Records Act, specified in O.C.G.A., 50-18-72.

If the projected cost to produce the requested documents exceeds \$25, the library must provide an estimate of any copying/administrative charges for responding to the request. O.C.G.A. § 50-18-71(d). The library must notify the requester of the estimated charge before fulfilling the request. The library may collect a uniform copying fee of up to 10 cents per page for letter- or legal-size copies. O.C.G.A. § 50-18-71(c)(2). For the production of electronic records, the library may charge the actual cost of the media on which the records are produced. Reasonable charges for search, retrieval, and other direct administrative costs may be collected. O.C.G.A. § 50-18-71(c)(1). However, the hourly charge shall not exceed the salary of the lowest-paid full-time employee with the requisite skill and knowledge to perform the request, and there may be no charge for the

first 15 minutes of work. The completed request forms will be maintained in the Director's office.

Public Relations

Representatives from newspapers, radio, or television requesting information or materials for a library-related article or program should be referred to the Director. The Director may initiate publicity for their programs, activities, gifts, or acquisitions, but is expected to make copies of any reports or releases available to the Library Board.

Purchasing Guidelines

The Catoosa County Library is authorized to make and enter into such contracts or agreements, for all or any part of the library, as are deemed necessary and desirable under the provisions of Title 20, Chapter 5, Article 2 of the Official Code of Georgia Annotated.

Records Retention

All Catoosa County Library records are maintained by the Catoosa County Library Administration or Catoosa County Government Administration Office in accordance with the Retention Schedules for Local Government Paper and Electronic Records created and maintained by the Georgia Archives.

Conflict of Interest

Any conflict of interest on the part of any Trustee shall be disclosed to the Board when the interest becomes a matter of Board action. Any Trustee having a conflict of interest shall not vote or use his personal influence on the matter, and shall not be counted in determining the quorum for the meeting for that vote. The minutes of the meeting shall reflect that a disclosure was made, the abstention from voting, and the quorum situation. Any new Trustee will be advised of this policy upon assuming the duties of the office.

No member of the Board of Trustees or his or her family member shall benefit financially from the Trustee's membership on the Board, or create the appearance of a conflict of interest or commitment, or impropriety. A trustee must disclose to the full Board of Trustees that he or she has a conflict of interest.

Section 1. To avoid any potential claims of conflict of interest, no employee of a company with a direct financial interest with the Catoosa County Library may serve on the Board of Trustees.

Section 2. To avoid any potential claims of conflict of interest, no current employee of the Catoosa County Library may serve on the Board of Trustees.

Section 3. To avoid any potential claims of conflict of interest, no former employee of the Catoosa County Library with fewer than six years from the last date of employment to the first date of appointment may serve on the Board of Trustees.

Section 4. Nepotism: No member of the Board of Trustees' immediate or extended family can be an employee of the Catoosa County Library.

A) Immediate family includes:

- i. Spouse or domestic partner
- ii. Parents
- iii. Siblings
- iv. Children
- v. Grandchildren, Great-Grandchildren, etc.

B) Extended family includes:

- i. Family-related by blood, including aunts, uncles, nieces, nephews, and first cousins
- ii. Family-related by marriage, including aunts, uncles, nieces, nephews, and first cousins
- iii. Family-related by legal agreement, including adoption, fostering, or guardianship

V. Collection Development Policies

Authority and Responsibility

The Board of Trustees of the Catoosa County Library System holds ultimate responsibility for the selection of materials for the library collections. [Refer to Georgia Code Ann.20-5-43(4) and 20-5-45(5)]. The Board of Trustees delegates this responsibility to the Library Director and designated staff members chosen by the Director. Staff members select, purchase, catalog, and disperse items to the collection for the library. Staff members are encouraged to participate in the selection of materials for the library within the assigned spending allocations for their departments.

Funds allocated for purchasing books and other reading materials for the Library Collection of the Catoosa County Library System include state grant funding, local funds, and occasional Federal grant funds (LSTA Summer Reading program funding, for example.)

Mission Statement

The mission of the Catoosa County Library System is to provide full and convenient access to the library's available resources for all citizens in their quest for knowledge and information. The library's resources comprise both traditional print-based materials and advanced technology providing Internet access for our citizens. In addition, the library provides resources from other libraries in Georgia and elsewhere using Interlibrary Loan capabilities. As a public library serving all of Catoosa County's residents, this organization strives to meet the educational, cultural, economic, and recreational information needs of all citizens of our area.

General Principles For Selection of Materials

Any material considered for inclusion in Catoosa County Library System collection shall be evaluated in terms of its intrinsic value and intended audience. No single criterion should be applied to the selection of materials. Some titles may be selected based solely on their artistic merit, while others may meet the educational, cultural, recreational, and economic information needs of patrons as defined in the library's mission statement.

Several sources are used to select collection materials. These sources include book reviews in established library resources (Publisher's Weekly, School Library Journal, Booklist, Horn Book, etc.), bestseller lists, awards lists, publisher catalogs, staff subject specialists, other professional recommendations, and patron suggestions when possible.

The Catoosa County Library System Collection Development policy provides guidelines for staff to select material that:

- Meets the current and future information needs of library patrons in all age groups
- Reflects the patron's desire for popular and high-demand materials, delivered in a timely manner
- Ensures the accuracy and currency of Nonfiction material
- Represents patron interests by including materials in genealogy, school reading lists, local history, and local authors
- Has contemporary significance or permanent value
- Includes material that represents diverse points of view

- Is relevant to the contributions and experiences of a diverse population

Budget and space limitations, as well as local needs, preclude the Catoosa County Library System from duplicating the specialized and comprehensive collections that may exist in area colleges and technical schools.

The Catoosa County Library System endorses the principles documented in the *Library Bill of Rights* and the *Freedom to Read Statement* of the American Library Association.

As the Catoosa County Library System service community changes, the Collection Development Policy may require reevaluation and revision to reflect new and differing areas of interest and concern.

Selection of Materials

While the library selects its materials in an attempt to maintain a quality collection, it does not censor any item for reasons of religious or political beliefs expressed but does reserve judgment as to what is political and religious in nature, and what is distorted or sensational. Judgment is based on a thoughtful review of the whole book or item as well as consideration of reviews found in responsible publications. In general, an item is not excluded from the collection based on its faults alone; each item is judged in terms of weighing the faults and merits.

All Catoosa County Library System collections, whether Adult, Young Adult, or Juvenile, should meet certain selection criteria standards such as:

- Cost and availability of the material
- Popular interest
- Readability
- Treatment of subject to age of the intended audience
- Format and ease of use
- Relationship to existing materials in the collection

Adult Fiction:

The Adult collection includes a variety of contemporary and “bestselling” fiction, as well as award winners and works of local, regional, and Georgia authors. Titles considered “classic” literature, as well as books in different genres, will also be selected. Every effort will be made to reflect the reading interests and tastes of a diverse population. It is the stated aim of the Catoosa County Library System to seek and purchase works by local authors and additional works related to the library’s service area for inclusion in the collection.

Adult Nonfiction:

This collection includes a core of basic knowledge in Dewey subject areas. Because of the dynamic nature of nonfiction, emphasis is placed on currency and accuracy. Some titles are selected for their capacity to provide self-help information or facilitate continuing education, while others entertain and nourish intellectual or spiritual growth. The material should present different viewpoints and varying perspectives on issues.

Young Adult Fiction:

This collection supports the educational and recreational needs of 13 to 18 year-olds. Selected material appeals

to the special interests of Young Adults, and should be age-appropriate. Special emphasis will be given to titles on school reading lists and in popular series and formats, for example, graphic novels.

Young Adult Nonfiction:

This collection includes a core of basic knowledge in Dewey subject areas, with an emphasis on material relevant to teen culture. The collection should be current, timely, and accurate. YALSA (Young Adult Library Services Association) booklists and award lists should be used as professional review sources for the material selected for Young Adult collections, in addition to the standard evaluation aids.

Juvenile Fiction:

This collection supports the educational and recreational needs of infants to 12 year-olds. Publications featuring children's literature (School Library Journal, VOYA, Kirkus Reviews, etc.), should be used as professional review sources for the material selected for Juvenile collections. Special emphasis should be placed on award winners, as well as popular titles, series, and books on recommended reading lists. Titles on the Newbery Medal list are priority additions to this collection, and the library strives to have a complete collection of these award-winning titles.

Juvenile Nonfiction:

This collection includes a core of basic knowledge in Dewey subject areas. Emphasis is placed on currency and accuracy when evaluating material. The reputation of the publisher, ease of use, suitability for the intended audience, and relationship of the material to other items in the collection, should also be considered when making selections. Although textbooks and items that correlate with specific curricula are not purchased generally, specific titles that support the general educational needs of elementary school-aged students will be considered for selection.

Easy/Picture Books:

This collection includes books for beginning readers, may be concept-oriented, and usually focuses on illustrated works with limited text. Board books, more suitable for infants and pre-school children, will also be selected. The quality of the illustrations, the reputation of the author and illustrator, suitability of the material for the intended audience, and durability of the item, should be considered when making selections. Works by award winners, and on recommended reading lists, will be given special emphasis. Titles on the Caldecott Award list are priority additions to this collection.

Reference:

This collection includes "Ready Reference" (almanacs, dictionaries, encyclopedias, etc.) material, as well as titles that are subject-oriented (general legal, health, literature, etc.). Reference sources typically contain comprehensive and complex information and may be expensive to purchase. For these reasons, they cannot be checked out, so as to remain available to all patrons. Reference books are found in the adult and (to a smaller extent) juvenile collections. Selection factors include ease-of-use, authority, indexing, cost, and duplication of online resources. The availability of GALILEO (Georgia Library Learning Online), a web-based virtual library, has reduced the need for large numbers of Reference titles. Examples of Reference include encyclopedia sets, literary reference resources, and similar material.

Special Collections:

This collection includes works of local, regional, and state history. It may also contain bound copies of

newspaper clippings, family histories, cemetery records, and obituaries. Factors such as cost, relevancy of the material to area patrons, duplication of online sources (Ancestry.com, U.S. Census records, etc.), and authority of the author, should be considered when making selections. All Genealogy titles are for reference and permanently housed in the owning facility. Patrons may make copies of the material they need.

Large Print:

This collection supports the needs of the visually impaired and senior citizen patrons. As is the case with the regular print Adult Fiction collection, special emphasis will be given to popular and bestselling works in different genres. The nonfiction large print collection is less comprehensive than its regular print counterpart and should focus on high-interest subjects such as health, biographies, and other popular titles.

Honor System Collections:

This collection is uncataloged and supports the recreational reading needs of adult, young adult, and juvenile patrons. Titles may duplicate cataloged works of general fiction, romance, classics, series, and perennially popular authors. Because of their high turnover, paperback gifts are an especially appropriate collection source.

Foreign Language:

This collection currently consists of some fiction and nonfiction titles for juveniles written primarily in languages other than English. and should reflect demographic changes in the library's user community.

Audiobooks:

This collection currently includes titles suitable for juvenile, young adult, and adult audiences. Only titles available in CD (compact disc) format will be selected. Selection standards used to evaluate and purchase "print" fiction and nonfiction titles (bestsellers, classics, popular titles of general interest, etc.) also apply to the development of each audiobook collection.

Periodicals/Newspapers:

This collection includes periodicals selected to support the educational, recreational, and informational needs of the library's patrons. They should reflect the reading tastes of a diverse population and include popular magazines of general interest (sports, entertainment, business, family/home life, etc.) that are appropriate for adults, young adults, and children. Professional magazines, supporting the needs of library staff, may also be selected. Back issues of some magazines may be kept for patrons to check out.

The Newspaper collection may include local, regional and national selections.

The Periodical and Newspaper collections should be evaluated annually, and additions/deletions made to reflect patron needs and preferences.

Electronic Resources:

The Catoosa County Library System provides internet access, including wireless (Wi-Fi), within the library to all patrons. Material available online includes many resources, among them GALILEO (Georgia Library Learning Online) which offers access to over 100 databases. Thousands of scholarly journals and periodicals are indexed, with over 2000 articles available in full-text. Dictionaries, encyclopedias, government publications, and business directories, are also available to patrons and staff. These online databases are essential, often providing information beyond the scope of the library's print collection.

Donation Policy

The Catoosa County Library welcomes donations of books and materials. We work closely with the Friends of the Catoosa County Library to receive these items. Any books or materials received may be added to the collection, discarded, or sold at library book sales.

We ask that patrons contact the Friends of the Library group if they wish to make a monetary donation or have a large (more than 20 items) donation. The Friends group will set up a time to receive the donation.

A staff member may accept and process any other donations during regular business hours. Books dropped off outside of the library will not be accepted, as they will be subject to the weather. Additionally, library staff members are not able to pick up donations.

The Friends group can offer a donation receipt but cannot place a value on donated items for tax purposes or any other reason. Additionally, library staff is unable to provide a list of items donated.

Due to space restrictions, we must follow the guidelines listed below:

Materials we can accept:

- Hardcover books - Both fiction and nonfiction books in good condition
- Paperback books - Both fiction and nonfiction books in good condition
- Classics - Paperback or hardcover books in good condition
- Children's books - Paperback or hardcover books in good condition
- DVD's - Purchased (not copied)
- CD Audiobooks - Abridged or unabridged

Materials we do not accept:

- Magazines
- Textbooks
- Reader's Digest Condensed Books
- Dated computer books
- Water damaged, mildewed, or books in poor condition
- Videotapes (VHS tapes)
- Pamphlets
- Old encyclopedia sets
- Music - LP or CD
- Audio Cassette Tapes

Collection Maintenance: Evaluation and Weeding

Weeding Guidelines by Dewey Classification

- Age = Years since copyright date
- Unused = Years since last use (circulation)

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- M = Misleading and/or factually inaccurate
- U = Ugly (badly worn, dirty)
- S = Superseded (by a new edition or by a much better book on the subject)
- T – Trivial (of no discernible literary or scientific merit)
- Y = Your collection has no use for this item (irrelevant to patron needs and interests)
- X = not applicable

Generally, remove items if older than the specified Age, if Unused for the specified period, or if MUSTY.

Class	Age	Unused	MUSTY	Notes
000 General Knowledge				
020 Library Science	10	3	MUSTY	
Class	Age	Unused	MUSTY	Notes
030 Encyclopedias	5	X	MUSTY	Stagger replacement sets
Other 000's	5	X	MUSTY	
150 Psychology	10	3	MUSTY	
Other 100's	10	3	MUSTY	Value determined mainly by use
200 Religion - Try to have something up to date on each religion represented by a church, synagogue, or other assemblies in the community				
Most	10	3	MUSTY	
Areas of rapid change	5	3	MUSTY	
300 Social Sciences – See that controversial issues are represented from all views and that information is current, accurate, and fair.				
310 Almanacs, Yearbooks	2	X	MUSTY	Seldom of much use after two years. Add one, discard one each year, keeping only the last three years in the collection.
320 Political Science – Topical	5	3	MUSTY	Emphasis on age
320 Political Science – Historical	10	3	MUSTY	Emphasis on use
340 Law	10	3	MUSTY	
350 Government	10	X	MUSTY	

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370 Education	10	3	MUSTY	Keep historical materials only if used. Discard outdated theories.
390 Etiquette	5	3	MUSTY	Keep only basic, up to date titles
390 Folklore, Customs	10	3	MUSTY	
400 Linguistics and Languages				
All	10	3	MUSTY	Discard old unappealing textbooks and school grammars. Stock dictionaries only for languages spoken or studied in your community.
500 Pure Sciences				

Class	Age	Unused	MUSTY	Notes
510 Mathematics	10	3	MUSTY	
570 Biology, Natural History	10	3	MUSTY	
580 Botany	10	3	MUSTY	
Other 500's	5	3	MUSTY	Keep classic works of significant historical or literary value.
600 Applied Sciences				
610 Medicine	5	3	MUSTY	Except anatomy and physiology which changes very little.
630 Agriculture	5	3	MUSTY	Keep up to date. Be sure to collect information on the newest techniques, if you serve farmers or ranchers.
640 Home Economics	5	3	MUSTY	Be strict with old sewing and grooming books; however, keep cookbooks unless not used
690 Manufactures	10	3	MUSTY	Keep books on old clocks, guns, toys, other collectibles

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Other 600's	5	3	MUSTY	Technology changes rapidly. One exception: keep repair manuals for cars and appliances as long as such items are generally kept in your community.
700 Arts and Recreation				
745 Crafts	X	3	MUSTY	Retain basic technique books if well illustrated
770 Photography	5	3	MUSTY	Technology changes rapidly
Other 700's	X	X	MUSTY	Keep all basic materials until worn and unattractive

Class	Age	Unused	MUSTY	Notes
800 Literature				
All	X	X	MUSTY	Keep basic materials, especially criticism of classic writers. Discard minor writers no longer read in local schools unless there is an established demand among non-students
900 History and Geography				
910 Travel and Geography	5	3	MUSTY	For guidebooks and descriptive or scientific geography
910 Travel and Geography	10	3	MUSTY	For personal travel narratives, unless of high literary or historical value
Other 900's	15	3	MUSTY	The main factors are demand and accuracy of facts
Biography				
All	X	3	MUSTY	Emphasis on use. Unless the person is of permanent interest or importance, such as a U.S. president, discard a biography when demand lessens. This rule applies especially to biographies of faddish celebrities.
Adult Fiction				

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All	X	2	MUSTY	Discard works that are no longer popular, especially second or third copies of old bestsellers. But retain works of durable demand and/or high literary merit, or if written by a local author.
YA, Juvenile and Easy Fiction				
All	X	3	MUSTY	Discard children’s and young adult fiction if the format and reading level are no longer appropriate to the current interest level of the book. Discard topical fiction on dated subjects. Favor originals over abridged or simplified classics.
Juvenile and Easy Nonfiction – Use adult criteria, but look especially for inaccuracy or triviality of treatment.				
Periodicals including newspapers				
Not on Galileo	3	X	X	Keep only those in constant use and indexed.
Audiovisual Materials				
All	X	3	MUSTY	
Special Collections				
All	X	X	MUSTY	

Retrospective Needs

The staff will regularly evaluate the library's collection against standard bibliographies and guides to determine the need for retrospective purchases. Such purchases will be based on the need for balance in the library's holdings and patron needs, especially in non-fiction areas.

Electronic Access to Materials and Online Information

A primary goal of the Catoosa County Library System is to offer advanced technological tools for the library patrons of our service area. The library offers a high-speed connection to the internet and public access computers to utilize this resource. Library staff members are trained to assist patrons in using the internet, utilizing software productivity resources (word processing, spreadsheets, and other), and general uses of the computer facilities.

The Catoosa County Library System emphasizes the availability of **GALILEO**, a collection of online databases

containing reference material and full-text articles of all varieties. This resource is invaluable in aiding students from primary, secondary, high school, and college levels to locate appropriate reference and research material for their studies and other projects.

The Catoosa County Library System also provides many digital library services and applications. These services allows patrons to access a wide variety of digital content such as ebooks, eaudiobooks, and more at any time on their personal devices.

PINES System Description

PINES is the statewide online library collection database that enables the circulation of library materials throughout Georgia. Patrons can access PINES from home to search for items and to place them on hold to be delivered to their local library.

Request for Reconsideration

CCLS welcomes expressions of opinion from patrons concerning materials selected or not selected for the collection and provides a formal review process to enable eligible cardholders (Catoosa County residents or those who work in, go to school in, or own property in Catoosa County) to communicate their opinion concerning materials to the staff and the Library Board of Trustees.

If a patron questions the content, tone, or placement of an item in the collection, they should first address the concern with the Assistant Director. Patrons who wish to continue their request for reconsideration of library material beyond this point may submit the Request for Reconsideration of Library Material or Program form.

The completed form and item in question will be given to the Director who will review the complaint and make a decision within a month of receiving the request. The Director will inform the patron of this decision via mail if they have provided an address.

If a patron is dissatisfied with the decision, they may request consideration by the library board of trustees at their next scheduled meeting. The board will evaluate all requests to add or remove material from the collection within the context of the Collection Development Policy. During this process, the material in question will remain accessible to library patrons. The board will vote on the matter, and the individual who filed the request will be notified of the decision via mail if they have provided an address. Decisions of the library board are final.

VI. Library Public Programming Policy

Each year the Library Board of Trustees allocates funding for the provision of community programming. The Catoosa County Library uses these funds to provide programming for all ages that helps improve our community's quality of life by providing the materials and services that will meet their educational, recreational, and information needs. Programs are as important to the library as the collection of materials patrons check out.

The goal of library programming is to:

- Provide learning opportunities
- Create safe spaces for social interaction
- Promote the library as a community gathering place
- Provide entertainment
- Promote other library services

As the library has adopted the American Library Association's *Library Bill of Rights (Policy Manual, pg 24)*, all library events will be held to the same ethical standard as when selecting materials to add or remove from the collection.

As with circulating library materials, if any member of the community wishes to ask the library for reconsideration of sponsoring any event they are asked to complete the *Request for Reconsideration* form. The form is available at the end of the *Policy Manual* and the library's front desk.

VII. Personnel Policies

Catoosa County Library employees are employees of Catoosa County and are covered by the Catoosa County Employee Manual.

The Catoosa County Library Board of Trustees designates the Catoosa County Human Resources Office as the human resources agent for the Library. The Library Board, as Governing Body, will make policy concerning the operation of the library, the operation of the Library Board, and personnel matters concerning library staff and Director. The Catoosa County Human Resources Office will assist the Director in administering County and Library personnel policies and assist the Library Board and Director in assuring that Library policies and County policies are compatible.

VII. Financial Policies

The Catoosa County Library Board of Trustees has designated the Catoosa County Financial Office as the fiscal agent for the Library. The Library Director will prepare the budget, the Board will approve the budget, and funds will be expended accordingly. Funds will be deposited and approved bills will be paid, and an account of all receipts and expenditures will be kept by the County Financial Office. A report prepared by the County Financial Office will be made at each quarterly meeting of the Board of Trustees.

Addenda: Section for Forms

Please refer to the following pages for the forms listed below:

- Proctoring Service Request34
- Multi-Purpose/Meeting Room and Patio Use Request35
- Citizen's Request for Reconsideration of Library Materials36
- Volunteer Application37
- Volunteer Waiver and Release Agreement41
- Genealogy Request Form42

CATOOSA COUNTY LIBRARY

Proctoring Service Request

Student's Name: _____

Student's Contact Information: _____

Test Format: Online Paper

Is this a timed exam? Yes No

If yes, what is the allotted time for the exam? _____

Requested Date of exam: ____/____/____

Requested Time of exam: _____ AM PM

If no preference in Date/Time, please provide a deadline for the exam: ____/____/____

Name of Educational Institution or Organization: _____

Will a proctor need to submit the test on your behalf? Yes No

If yes, name of Professor or Instructional Contact: _____

If yes, email address for Professor or Instructional Contact: _____

Library Proctoring Guidelines:

- The library is unable to proctor exams that require the proctor to sit with the student for the duration of the exam.
- Students will be asked to provide detailed instructions to the proctor on administering the exam before the library staff can schedule an exam. This information should be submitted with this form.
- Students must be able to supply their own exam materials, a photo ID, and a prepaid postage envelope if necessary. Exceptions can be made in regard to computers, but must be arranged before the test date.

I have read and understand the above guidelines.

Signature: _____ Date: ____/____/____

Staff Use Only

Received by: _____

Date received: ____/____/____

Proctor name: _____

Exam Date: ____/____/____

Notes: _____

CATOOSA COUNTY LIBRARY

Multi-Purpose/Meeting Room and Patio Use Request

Name of Organization: _____

Purpose of Meeting: _____

Meeting Start Time: _____ Meeting End Time: _____

Meeting Date: _____ Expected Attendance: _____

Special Needs or Equipment: TV/DVD Chairs Table

Name of Representative: _____

Address: _____

Phone: _____ Email: _____

Library Card # (if you have one): _____

Alternate Contact Name: _____

Alternate's Phone: _____ Alternate's Email: _____

Please Note:

Usage of the multi-purpose/meeting room must meet all of the following: We are a not-for-profit organization. We will not charge for this meeting. Our meeting/program is non-commercial: no solicitations, sales, or money-raising. All applicants must be 18 years of age or older. A library card is not required; however, we encourage you to apply for one. If you do have one it must be in good standing (no fees or fines of \$10 or more.) Any damage caused by the meeting will be charged to the person representing the group.

My signature below indicates that I agree to ensure that my organization will abide by the policies of the library with regard to meeting room use. I have received a copy of the "Catoosa County Library Multi-purpose/Meeting Room/Patio Policies." I acknowledge that any damage done to the room may result in charges to me as the representative of the group/organization. Said charges could also result in the loss of future multi-purpose/meeting room and porch privileges.

Signature: _____ Date: _____

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Office use only:

Approved Denied Reason if denied: _____

Signature of Library Administration: _____

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CATOOSA COUNTY LIBRARY

Request for Reconsideration of Library Material or Program

Title _____ Author/Event Sponsor _____

Book Magazine Other Event Event Date _____

- I. How was the material or program brought to your attention?

2. Have you read or reviewed the entire item or did you attend the event? YES NO

3. What objections do you have to the material or program? Please cite specific pages and passages.

4. What is good about the material or program?

5. What reviews have you read or heard about the material?

6. What do you think is the theme of the material and the intention of the author/presenter?

7. To what readers, do you feel, is the material objectionable? Please be specific.

8. How would you answer people who feel that the material is important and should be in the library?

Date _____ Signature _____

Telephone _____ Name (please print) _____

Address _____

Name of organization if you represent a group of people _____

You can drop the completed at the library front desk, email it to info@catoosacountylibrary.org, or mail it to:
Director,
Catoosa County Library
108 Catoosa Circle
Ringgold, Georgia 30736

Catoosa County Library Policy Manual
CATOOSA COUNTY LIBRARY

Volunteer Application

Name: _____

Address: _____

City, State: _____ Zip Code: _____

Home Phone:(_____) _____ Cell Phone:(_____) _____

E-Mail Address: _____

Emergency Contact Name: _____ Relationship: _____

Emergency Contact Phone: _____

Why do you want to volunteer:

Special skills or interests:

Would you like to be contacted on approval? Yes No

Would you like to set up a volunteer schedule? Yes No

Would you like to be contacted for events? Yes No

Signature: _____ Date: ____/____/____

Staff Use Only:

Received By _____ Date Received: ____/____/____

Notes: _____

SEXUAL ABUSE AND MOLESTATION PREVENTION POLICY

Catoosa County Government does not permit or allow sexual abuse or molestation to occur in the workplace or at any activity sponsored by or related to it. In order to make this "zero-tolerance" policy clear to all employees and staff members, we have adopted mandatory procedures that employees, board members, individuals, and victims must follow when they learn of or witness sexual abuse or molestation.

Sexual abuse takes the form of inappropriate sexual contact or interaction for the gratification of the actor who is functioning as a caregiver and is responsible for the child's care. Sexual abuse includes sexual assault, exploitation, molestation, or injury. It does not include sexual harassment; which is another form of behavior which is prohibited by Catoosa County Government.

REPORTING PROCEDURE

All staff members who learn of sexual abuse being committed must immediately report it to the Human Resources Director. If a child is the victim, the designee will report it to the local or state Child Abuse Agency. Appropriate family members of the victim must be notified immediately of suspected child abuse.

INVESTIGATION & FOLLOW-UP

We take allegations of sexual abuse seriously. Once the allegation is reported we will promptly, thoroughly, and impartially initiate an investigation to determine whether there is a reasonable basis to believe that sexual abuse has been committed. Our investigation may be undertaken by either an internal team or we may hire an independent third party. We will cooperate fully with any investigation conducted by law enforcement or regulatory agencies and we may refer the complaint and the result of our investigation to those agencies. We reserve the right to place the subject of the investigation on an involuntary leave of absence or reassigning that person to responsibilities that do not involve personal contact with individuals. To the fullest extent possible, but consistent with our legal obligation to report suspected abuse to appropriate authorities, we will endeavor to keep the identities of the alleged victims and investigation subject confidential.

If the investigation substantiates the allegation, our policy provides for disciplinary penalties, including but not limited to termination of the actor's relationship with our organization.

There are a number of "red flags" that suggest someone is being sexually abused. They take the form of physical or behavioral evidence.

Physical evidence of sexual abuse includes, but is not limited to:

- Sexually transmitted diseases;
- Difficulty walking or ambulating normally
- Stained, bloody, or torn undergarments;
- Genital pain or itching; and
- Physical injuries involving the external genitalia

Behavioral signals suggestive of sexual abuse include, but are not limited to:

- Fear or reluctance about being left in the care of a particular person;
- Recoiling from being touched;
- Bundling oneself in excessive clothing, especially night clothes

- Discomfort or apprehension when sex is referred to or discussed; and
- Nightmares or fear of night and/or darkness.

RETALIATION PROHIBITED

We prohibit any retaliation against anyone, including an employee volunteer, board member, student, or individual, who in good faith reports sexual abuse, alleges that it is being committed, or participates in the investigation. Intentionally false or malicious accusations of sexual abuse are prohibited.

Anyone who improperly retaliates against someone who has made a good faith allegation of sexual abuse, or intentionally provides false information to that effect, will be subject to discipline, up to and including termination.

ACKNOWLEDGMENT OF RECEIPT OF SEXUAL ABUSE POLICY

I, _____, acknowledge that I have received and read the sexual abuse policy immediately preceding my signature below. I understand that I am bound to follow the policy and understand the consequences in the event that I fail to do so.

Dated: _____

Print Name of Employee Volunteers

Signature

CRIMINAL HISTORY AND BACKGROUND CHECK

All library volunteers must be available to complete and pass a background check. A representative from the Catoosa County Government’s Human Resources Department will reach out to you with instructions on completing this process.

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Volunteer Waiver and Release Agreement

Please print all information, sign where indicated.

Volunteer Applicant Name: _____

Parent/Legal Guardian Name: _____

(if volunteer applicant is under 18 years of age)

I, the undersigned, an adult over the age of eighteen (18) and/or the parent or legal/court appointed guardian, in consideration of _____ (name of the participant) being granted permission to participate in the Catoosa County Library Volunteer Program and promises that he/she for himself/herself, his/her heirs, executors and assigns, agrees to release and hold harmless the Catoosa County Library, its agents and employees, for all harm, accidents, personal injury or property damage suffered by him/her or the volunteer applicant as a result of the volunteer applicant taking part in the aforementioned program which may include physical activity such as bending, stooping, carrying a book, boxes and other items up to 25 pounds, monitoring and participating in library offered programs and special events; including harms resulting from the negligent acts or omissions of the library or its agents or employees.

As the volunteer applicant or the adult parent/legal guardian of the aforementioned applicant, I give my permission for my child to participate in the aforementioned program.

Please initial: _____

I, the undersigned, further agree to indemnify the Catoosa County Library or its agents or employees for any and all liability incurred by it for the harms specified above.

Signed: _____ Date: _____

Applicant Parent Legal/Guardian

This form must be signed by the applicant's parent or legal/court-appointed guardian if the applicant is under eighteen (18) years of age. Applicants over eighteen years of age must sign this form for themselves to participate.

I hereby certify that I have never been arrested for or convicted of any felony or misdemeanor involving sexual or physical abuse of any adult or child, or any felony narcotics offense. I authorize the Catoosa County Library to obtain my criminal records and understand that the fact that I am applying to volunteer will be reported to law enforcement agencies.

Applicant's Signature: _____ Date: _____

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Genealogy Request Form

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Email Address: _____ Phone: _____

Name(s) of the person on whom information is being sought and type of information needed. Please fill out as much information as you can:

Name	Date of Birth & Place	Date of Death & Place	Type of Information being sought: (more than 1 can be requested)
1.)			<input type="checkbox"/> Birth Information <input type="checkbox"/> Marriage Information <input type="checkbox"/> Obituary <input type="checkbox"/> Other: _____
2.)			<input type="checkbox"/> Birth Information <input type="checkbox"/> Marriage Information <input type="checkbox"/> Obituary <input type="checkbox"/> Other: _____
3.)			<input type="checkbox"/> Birth Information <input type="checkbox"/> Marriage Information <input type="checkbox"/> Obituary <input type="checkbox"/> Other: _____
4.)			<input type="checkbox"/> Birth Information <input type="checkbox"/> Marriage Information <input type="checkbox"/> Obituary <input type="checkbox"/> Other: _____
5.)			<input type="checkbox"/> Birth Information <input type="checkbox"/> Marriage Information <input type="checkbox"/> Obituary <input type="checkbox"/> Other: _____

Any special instructions or additional information (such as parents, siblings, military):

Please explain what information you are hoping to find:

Print this form, drop it off at the library or mail it to Genealogy Department, Catoosa County Library, 108 Catoosa Circle, Ringgold, GA 30736 or email it to info@catoosacountylibrary.org

Expect 1- 4 weeks to receive an answer.

*****Our staff does not conduct general research and will consult indexed materials only. We cannot locate living friends or relatives for you. Records of living persons are not easily accessible due to privacy laws.**