

# SECTION 3

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Approved 10/25/07  
Revised 5/19/11 effective 6/1/11

## INFORMATION SERVICES

### REFERENCE SERVICES POLICY

#### I. Reference Service Defined

Good reference service involves identifying a person's information need and proceeding to fulfill it accurately, efficiently and pleasantly, using the resources available in the Library system, and including referral to resources in other libraries or agencies, if necessary. It also includes providing instruction in library use.

#### II. Reference Department Mission Statement and Goals

The Cumberland County Public Library & Information Center (CCPL&IC) is committed to providing excellent reference service to all customers, regardless of age, race, sex, disability, social or economic status. The primary goals of the Reference and Information Services staff and of the Youth Services reference staff will be:

- To assist customers in the use of reference resources, library materials and in the development of research strategies.
- To provide current, accurate information in a timely manner.
- To provide readers advisory service.
- To provide efficient referral and effective follow through including assistance with interlibrary loan.
- To treat all reference questions with impartiality and confidentiality.
- To keep the community well informed about the reference services and resources available from the library.

#### To this end:

- A. Reference services will be provided at all times that the library is open.
- B. The service desk will be staffed by trained staff in order to provide quality service. At least one Master's degreed librarian is always available for consultation.
- C. CCPL&IC regards as valid every reference question. All questions will be given equal consideration and each will be answered as accurately and completely as possible within a reasonable time limit.
- D. Every effort will be made to complete each reference transaction successfully, consulting with colleagues when necessary.
- E. Specialized assistance is available in the Local & State History Room and in the County Law Library.

#### III. Reference Department Standards

Answering reference questions will have a higher priority than other staff assignments for members of the Reference and Information Services and Youth Services staff, especially during times these staff are assigned to the public service areas.

- A. Service to the public takes precedence over other duties and service to the customer present takes precedence over telephone and text inquiries.
- B. All information requests are to be handled. If information is available, it is provided to customers without making a judgment on its moral or aesthetic worth.

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- C. No effort will be made to determine whether library users are entitled to library cards before reference service is given.
- D. The needs of every library customer will always be taken seriously and treated with respect and confidentiality.
- E. Information staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Reference staff will always cite the source of the answer.
- F. Neither the customer's nor the staff member's personal opinions or beliefs should influence the quality of service provided.
- G. Staff shall not offer their personal opinions on social issues, politics, religion, etc., to customers.
- H. Telephone and text reference service should be used for providing short, factual information.

### IV. Reference Department Service Priorities

- A. The following services, listed in order of priority, will be provided to customers:
  - 1. Direct, personal service to library users who come to the library. Customers are served on a first come, first served basis.
  - 2. Telephone inquiries.
  - 3. Library orientation and bibliographic instruction.
  - 4. E-Mail, fax, text and mail reference.
- B. Simultaneous requests will be managed at the librarian's discretion with regard to urgency, complexity and availability of staff resources.
- C. If the librarian cannot answer a request immediately, he or she will obtain contact information from the customer and see that the customer receives a response within 24 hours.
- D. For those people seeking recommendations for books or other library materials to suit their particular tastes or interests, staff suggests a selection of specific titles as time allows. In addition to relying on their professional knowledge and experience, staff consults print, on-line and other sources.
- E. Reference librarians cannot provide legal, medical, financial, business, tax, appraisal advice, or language translations.

Approved 6/16/94

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### Interlibrary Loan Policy

Interlibrary loan is the process by which a library requests materials from, or supplies materials to, another library. The Cumberland County Public Library & Information Center (CCPL&IC) shall borrow books and other library materials for CCPL&IC cardholders through interlibrary loan services for a fee of \$3.00 per item to cover the cost of postage and supplies.

CCPL&IC cardholders will also be responsible for reimbursing CCPL&IC for any charges levied by the lending library or vendor.

The Library adheres to the North Carolina Interlibrary Loan Code and the National Interlibrary Loan Code of the American Library Association. The library will lend books and other library materials to other libraries that follow these codes.

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### Interlibrary Loan Lending Policy for OCLC Network

#### POLICY:

Will accept: OCLC, ALA  
Will not accept: Faxed requests  
Bill method: Invoice with material

#### LOANS:

Loan period: 4 weeks  
Renew period: 4 weeks if not reserved locally  
Charges: None  
Noncirculating: Periodicals, reference & genealogy materials, AV, current year imprints, microforms

#### COPIES:

All photocopies: \$1.00 for postage and supplies, plus 15¢ per page

#### EXPLANATION:

The Interlibrary Loan Policy informs other OCLC users of what type materials Cumberland County Public Library & Information Center (CCPL&IC) will lend, our loan periods, and charges. This policy will be available online and in print format to OCLC members. The policy will prevent our library from receiving requests that we will not fill and save everyone time.

CCPL&IC will not loan materials from the reference collections. This includes reference books, genealogy materials, periodicals, and microforms. CCPL&IC will not loan new materials, to assure their availability for local customers. Our library will not loan audiovisual materials due to high demand by our public, expense and possible damage in shipping.

We will photocopy from periodicals, reference books and microforms for interlibrary loan purposes for a charge of \$1.00 per item for postage and supplies, plus 15 cents per page photocopied.

Approved 9/21/95  
Revised 9/17/98, 6/20/02 effective 7/01/02; revised and effective 9/22/03  
**Revised 5/19/11 effective 6/1/11**

### Internet Policy Statement

The Library will provide an adequate number of computer terminals at all library locations to facilitate public access to electronic databases and Internet resources. Although the Internet offers access to many valuable local, national and international sources of information, not all sources are accurate, complete, current or appropriate for all Library users. The Library only offers a pathway to the Internet; it does not endorse or vouch for any material transmitted through that pathway to a user.

Because of the many different Internet and electronic applications available, the Library cannot provide complete technical or training support. The Library is not responsible for loss of data, damage, or liability that may occur from customer use of the Library's computers. Provision of networked information services does not constitute any endorsement of the contents of the information by the Library.

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### Access to Inappropriate Material

To the extent practical, technology protection measures (or “Internet filters”) shall be used to block or filter Internet access to inappropriate information from the Internet, or from other forms of electronic communications, on all Library computers. Specifically, all Library computers will be blocked for visual depictions of material deemed obscene, “Child pornography,” or inappropriate as defined by this policy. In addition, children’s library computers will have technology protection measures that will attempt to address any materials deemed harmful to minors, including chat rooms and e-mail access. For minors under the age of 16, the child’s Parent/Legal Guardian will select the appropriate level of computer access for the child at the time the Parent/Legal Guardian obtains the library card for the child.

### Requests to Unblock Internet Sites

Users may request to have specific sites unblocked. Staff will accommodate the request for sites deemed to be in compliance with this policy.

### Inappropriate Network Usage

To the extent practical, steps shall be taken to promote the safety and security of users of the Library’s online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

A minor must have the authorization of his or her parent or guardian to disclose personal information.

### Supervision and Monitoring

Library staff has the authority to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy.

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## **Computer, Typewriter and Internet Express Terminal Policy**

### Computers

Library public computer stations are available to the holder of a regular library card or to the holder of a Temporary Computer User (TCU) Card.

Public computer users must follow the Library’s approved policies, guidelines and procedures in their use of these computers in accessing the Internet, specialized electronic databases, word processing and other electronic resources. [See Acceptable Use Guidelines below.]

### Typewriters

Library public typewriters are available to Library customers. Children seven years of age and younger must be accompanied by a parent or guardian. Library cards are not required to use this service.

Typewriter users must follow the Library’s approved procedures in their use of this equipment. [See Acceptable Use Guidelines below.]

### Internet Express Terminals

Library Internet Express terminals are available to Library customers. Library cards are not required to use this service. Internet Express terminal users must follow the Library’s approved policies, guidelines and procedures in their use of this equipment. [See Acceptable Use Guidelines below.]

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### Acceptable Use Guidelines

All users of public computers, typewriters and Internet Express terminals are expected to use these resources in an appropriate, responsible and ethical manner that is consistent with the educational, informational and recreational purposes for which they are provided.

Appropriate, responsible, ethical use of these resources includes the following:

1. Users may access resources for educational, informational and recreational purposes only.
2. Users should recognize the dangers and risks of using e-mail, chat rooms, instant messaging, discussion groups, newsgroups, game rooms, and all other forms of communications, including the threat of efforts to disclose personal or financial information about the user, or attempts to gain confidential personal or financial information about other users.
3. Users may not access, display and/or transmit inappropriate materials as defined in this policy, materials which reasonably may be construed as obscene, child pornography or harmful to minors via the Internet, electronic mail or other forms of direct electronic communication over the Library's computer network.
4. Users may not engage in unlawful activities or unlawful misrepresentation. Users may not attempt unauthorized access (including hacking) to any computer system.
5. Users may not disclose, use, or disseminate unauthorized personal identification information regarding minors or adults.
6. Users may not modify or gain access to files, passwords, or data belonging to the Library or others.
7. Users may not seek unauthorized access to any computer system, or damage or alter software components of any network or database.
8. Users are responsible for respecting the privacy of others using these resources by not interfering with their use.
9. Users may make only authorized copies of copyrighted or licensed software or data.
10. Users shall not stalk others, post, transmit or originate any unlawful, threatening, abusive, fraudulent, hateful, defamatory, obscene or pornographic communication, or any communication where the message, or its transmission or distribution, would constitute or would encourage conduct that would constitute a criminal offense, give rise to civil liability, or otherwise violate any local, state, national, or international law.

Misuse or abuse of Library resources may result in suspension of Library privileges.

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### DEFINITION OF TERMS:

**TECHNOLOGY PROTECTION MEASURE:** This term means a specific technology that blocks or filters Internet access to visual depictions that are:

1. **OBSCENE:** As the term is defined in Section 1460 of Title 18 United States Code; and NCGS 14-190.1;
2. **CHILD PORNOGRAPHY:** As the term is defined in Section 2256 of Title 18, United States Code; or
3. **HARMFUL TO MINORS:** This term means any picture, image, graphic image file, or other visual depiction that:
  - a. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
  - b. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
  - c. Taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.
4. **INAPPROPRIATE MATERIAL:** Lewd depictions, appealing to prurient interests, of sexual acts or contact. Includes sexually explicit nudity as defined in NCGS 14-190.13(6), excretory functions, and depictions of torture within a sexual context.

**SEXUAL ACT; SEXUAL CONTACT.** The terms have the meanings as given in Section 2246 of Title 18, United States Code.

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### **Electronic Information Delivery Policy**

The Library is dedicated to the free provision of accurate and timely information to the people of Cumberland County. Information is normally provided in person and over the telephone. Technological advancements also enable the Library to deliver information to its customers electronically to their homes, offices or other remote locations.

Library staff will provide information to our customers electronically, utilizing the electronic resources and databases that the Library owns or has access to through local, state, regional or national networks. This service is free of charge.

Library staff will transmit this electronic information using Library computers or other equipment. The transmissions will be in the form of e-mail, Instant Messaging (IM), fax or other electronic means that satisfy the needs of the customer and are consistent with the Library's mission, goals and policies.

Library staff will comply with all copyright laws when delivering information electronically.

Library staff will establish procedures for the electronic delivery of information to our customers. Library staff will also establish response parameters when customer requests exceed normal library operations, staffing and cost effectiveness.

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### **Website Privacy Policy**

The Cumberland County Public Library & Information Center (CCPL&IC) is committed to protecting the privacy of visitors to its website. The following discloses our information gathering and dissemination practices on our website.

- When you visit the Library's website, we collect and store only information to measure the number of visitors to different areas of our site (pages) to assist us in making them more useful to you. This information includes:
  - The address (IP) of your computer or internet provider;
  - The date and time you accessed our website;
  - The Internet address of the website that referred you to our site.
- We ask a visitor to our website to provide his/her e-mail address, postal address and/or telephone number only when needed to assist in answering inquiries, provide information, participate in a contest or ship requested materials and products. If it is reasonably believed that a user submitting his/her postal address, e-mail address or telephone number is younger than 13 years of age, CCPL&IC will delete this information from our records in accordance with the Children's Online Privacy Protection Act (COPPA).
- In accordance with CCPL&IC's Confidentiality of Library Records Policy, we will not sell, lease, or otherwise distribute or disclose your e-mail address, postal address, phone number, borrower records or other personal information for non-library purposes to outside parties unless required by law.
- We will never disclose a child's personal information such as full name, address, etc. ("information that would facilitate or enable the physical or online locating and contacting of a specific individual") without written permission from a parent or legal guardian unless ordered to do so by a court of competent jurisdiction. In accordance with COPPA, we will only display on our Web pages a child's first name, last initial, library location and/or age in order to announce contest winners and display user-submitted comments.

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- The Library’s Web pages use “cookies” to allow you access to certain functions (such as the online catalog and electronic resources, etc.) within our site. These cookie files do not capture any personal user information (such as e-mail address or user passwords). Temporary cookie files are automatically deleted when you close your browser.
- Photos and videos that appear on the Library’s website, in library publications, on the library’s television program, or in other promotional materials may be gathered from public programs, events, and library locations.
- To ensure the privacy of individuals and children, images will not be identified using full names or personal identifying information without written permission from the photographed subject, parent or legal guardian.
- Photos, images and videos submitted by users for online galleries or contests may also be used by the Library for promotional purposes, and those users will be considered to have given permission for use of their images.
- Some Library Web pages contain links to external sites not maintained by the Library. The Library cannot be responsible for your privacy when you disclose information to outside websites. It is your responsibility to protect your personal information.
- From time to time, we may use visitor information for new unanticipated uses not previously disclosed in our privacy policy. If our information practices do change, we will post the policy changes on our website to notify you and provide you with the ability to opt out of these new uses. If you have any concerns about how your information is used, please contact Library Administration ([library@cumberland.lib.nc.us](mailto:library@cumberland.lib.nc.us)).

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### **Local & State History Room Gift Policy**

The Local & State History Room of the Cumberland County Public Library & Information Center (CCPL&IC) accepts gifts that are relevant to and that enhance the quality of the collection, which has as its primary purpose the retention of printed information relating to the local community and its residents. Primary sources of information or indexes to these materials are of special interest. Donors have helped to enrich the collection in the past and we will continue to be grateful for the kind of support that has been shown.

Gifts for the Local & State History Room are accepted with the understanding that it is the decision of the Local and State History Manager whether or not to add them to the collection. Basically, the same criteria are used for adding gift materials as are used for adding purchased materials to the Local & State History collection. Because of the nature of the collection, however, certain types of materials must be addressed specifically. Generally, items of a printed nature may be added to the collection e.g. books, periodicals and microforms. Printed materials which require special storage, special security arrangements, or that would entail ongoing expenses are usually not accepted. Collectibles, such as rare books, are not accepted unless they would add significantly to the information in the collection and the information would be difficult or impossible to obtain in other sources of less monetary value.

Since the Library does not function as a museum, gifts of items intended for display or exhibits are not accepted. The library does not collect the records, i.e. archives, of agencies or organizations, nor does it collect the personal papers, i.e. manuscripts, of individuals unless the materials have been indexed or have a detailed table of contents and can be microfilmed or bound.

The library does not set aside special sections, cases, shelves, etc. for gift materials. This would separate them from the rest of the collection and thus separate them from other materials on the same subject. This would reduce their effectiveness as a working part of the collection.

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Materials that are received at a branch location which have Local & State History or genealogical content and which are not already duplicated in the Local & State History Room may be processed for the Headquarters library in order to provide the greatest amount of information at a central point.

Materials which are added to the collection become the property of the library and are subject to all policies and procedures for library materials, including circulation and discard policies and procedures.

Revised 5/19/05

**Reviewed 5/19/11 *no changes***

### **Use of Materials from the Historical Collection Policy**

Photographs, maps, slides, or other visual materials owned by the Library shall not be reproduced for the purpose of commercial profit, or used in commercial enterprises, other than that sponsored by the library itself.

Exception to the above rule may be made for purposes of short reviews, newspaper or magazine articles, or by permission of the Library Board of Trustees.

Photographs and other visual materials used in such manner must be accompanied in print with the caption: Courtesy Cumberland County Public Library & Information Center.

Photographs and other visual materials which are taken from one of our special collections must be accompanied in print with the caption: Courtesy Cumberland County Public Library & Information Center – Jack Crane Collection, or – Lucille Miller Johnson Collection, or – Historic Photographs Collection.

Printed, handwritten, or other documents, such as diaries, logs, pamphlets or notes are also subject to these rules. Any publications or typewritten documents owned by the Cumberland County Public Library & Information Center are also subject to these rules.