

# SECTION 6

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## MISCELLANEOUS POLICIES

Revised 10/20/05

**Revised and effective 9/15/11**

### **Art Collection Acquisition Policy**

A permanent collection of fine art shall be purchased and acquired as funds permit on the basis of the following criteria:

1. All art must be the work of North Carolina artists who meet acceptable professional standards.
2. All art purchased must be original work, hand-signed by the artist.
3. All art purchased must have recognized artistic merit and must be suitable for the area of display.
4. All art selected for inclusion in the permanent library collection must be reviewed and recommended by an Art Collection Committee and approved by the Library Board of Trustees.
5. An Art Collection Committee is an Ad Hoc Committee appointed by the Library Board of trustees from recommendations from library staff and trustees.
6. The art collection and monies contributed or accumulated for the art collection shall be owned and facilities by the Friends of the Cumberland County Public Library & Information Center, Inc. for individual or foundation tax exempt purposes.
7. All art acquired for the library collection shall be display in public library facilities and cannot be removed from the permanent collection without the approval of the Library Board of Trustees.

### **Art Reproduction Policy**

Reproduction rights of library art must be secured from the library director. Reproduction rights to the library art collection will be given, provided:

1. Use of the reproduction is not for a profit making venture, such as note cards, post cards or three-dimensional objects, etc. The Trustees and Friends of the Cumberland County Public Library & Information Center have exclusive, non-transferable rights on the library's art collection for fund raising projects.
2. That a full credit line includes the full name of the artist, the work of art and the Cumberland County Public Library & Information Center, Fayetteville, NC.
3. All reproductions are made by the requesting individual or company:
  - a. At their own expense;
  - b. At the convenience of the library.
  - c. Without removing the work of art from its current display location;
  - d. With only photographic materials and equipment approved by the library director;
  - e. Reproduction from printed or non-photographic materials is prohibited.

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Approved 10/20/05  
Reviewed 9/15/11 – *no changes*

### **Activity Rooms Policy**

As a public institution dedicated to the free expression and free access to ideas presenting all points of view concerning the problems and issues of our times, all activity rooms in the Cumberland County Public Library & Information Center system are available on equal terms for the lawful activities of all groups and persons, regardless of their beliefs or affiliations.

Approved 10/20/05  
Reviewed 9/15/11 – *no changes*

### **Computer Training Lab Policy**

The computer training lab at the Headquarters Library is for library-sponsored computer training that is designed to carry out the mission and goals of the library system. When the library is not using the computer training lab, it is available to local government, non-profit and private organizations for the express purpose of providing computer training. When not reserved for training, the computer training lab will be made available for public use following established procedures.

Approved 10/20/05  
Reviewed 9/15/11 – *no changes*

### **Conference Rooms Policy**

The library offers a number of small conference rooms for the use of the public on equal terms for the lawful activities of small groups and individuals regardless of their affiliations or beliefs. These conference rooms are made available for small groups or individuals to conduct organizational meetings, seminars, study groups, planning sessions, training programs and other related activities.

Revised 9/15/88  
Revised and effective 10/20/11

### **Display of Posters, Pamphlets and Flyers Policy**

The library is a public forum for ideas and information. Access to ideas and information is fundamental to our social, political and cultural heritage. In order to carry out this purpose, the library adopted the following policy concerning the display of information on posters, pamphlets and flyers:

1. Public posters, pamphlets and flyers will be displayed, as space permits, on a first-come, first-served basis on community bulletin boards or spaces set aside for this purpose.
2. Materials submitted cannot exceed 16" by 20" except by special permission of the Public Information Coordinator.
3. Only one item will be posted per event or function.
4. Any materials submitted that (a) would tend to incite or produce imminent lawless action, (b) are obscene, (c) are obviously false or contain misleading information, (d) are defamatory, (e) or are purely commercial advertising will not be posted.
5. All material posted on the community bulletin boards must identify the sponsoring organizations and their contact information.
6. Any questions regarding this policy should be referred to the Public Information Coordinator. Final authority rests with the director.

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Approved 10/20/88  
Revised and effective 10/20/11

### **Distribution of Printed Materials Policy**

The distribution of leaflets, cards or other printed materials, whether political, religious or commercial, is not allowed in public library facilities unless it is to supplement a program being presented. Distribution of printed materials in the public library to library users and staff is disruptive to the operations of the library and its use by the public.

Revised 11/17/05  
Revised and effective 10/20/11

### **Exhibits Policy**

The Cumberland County Public Library & Information Center welcomes the opportunity to allow community groups, organizations, or individuals to use library exhibit cases. Exhibit case space is provided for exhibits of an educational, cultural, civic, or recreational nature, rather than for strictly commercial purposes. Acceptance of an exhibit by the library does not constitute an endorsement by the library of the group's or individual's policies or beliefs.

It is the responsibility of the exhibitor to set up and remove the exhibit. Exhibits will be scheduled for a period of one calendar month to begin with the first working day of the month and to end with the last working day of the month. Exceptions must be approved by the Public Information Coordinator. The library is not responsible for any item exhibited. The library cannot provide storage for the property of organizations or individuals exhibiting in the library. All exhibitors may be required to sign an Exhibits Release form which releases the library from any loss, damage or distribution of exhibited items.

Exhibits that (a) would tend to incite or produce imminent lawless action, (b) are obscene, (c) are obviously false or contain misleading information, (d) are defamatory, or (e) are purely commercial advertising will not be displayed.

Any questions regarding this policy should be referred to the Public Information Coordinator. Final authority rests with the director.

Policy Revised 1/16/03 [Good Friday added]  
Revised 10/20/11 – *no changes*

### **Holiday Closing Policy**

The Cumberland County Public Library system shall be closed at 6:00 p.m. on the evenings before Good Friday, Independence Day (July 4), Veteran's Day (November 11), Thanksgiving Day (4<sup>th</sup> Thursday in November), Christmas holiday schedule, and New Year's holiday schedule; except when these holidays begin on a Monday.

Approved 6/16/88; revised 11/17/05  
Revised 10/20/11 – *no changes*

### **Memorials Policy**

It shall be the policy of the Cumberland County Public Library & Information Center to encourage memorial donations to the Library Endowment Trust of the Cumberland Community Foundation.

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Approved 1/21/93  
Revised 11/17/05  
**Reviewed 10/20/11 – no changes**

### **Program Policy**

The Cumberland County Public Library & Information Center shall conduct programs, promotions and publicity to fulfill its mission in the community.

All library programs shall be open to the general public, but some programs may be designed with specific audiences in mind, e.g., children's programs, toddlers' programs, parenting programs and senior programs. Programs targeted toward specific audiences will be publicized as such.

Library-initiated programming is a library resource that provides information, education, and entertainment to library users. Library-initiated programming utilizes library staff, books, library and community resources, resource people, displays and media presentations. The library often incorporates cooperative programming with other agencies, organizations, and educational institutions, as well as other resources, to communicate with library users. Library-initiated programs should provide "for the interest, information, and enlightenment of all the people of the community the library serves", as stated in Article I of the Library Bill of Rights.

The American Library Association (ALA) believes that the library-sponsored programs, as well as library resources, "should not be proscribed or removed (or canceled) because of partisan or doctrinal disapproval" (Article II of the Library Bill of Rights).

A person's right to attend a library-initiated program "should not be denied or abridged because of origin, age, background, or views" (Article V of the Library Bill of Rights).

Selection of library programs topics, speakers, courses, classes, and resource materials should be made by library staff on the basis of the interests and needs of library users and the community. Library programming should not exclude topics, books, speakers, media and other resources because they might be controversial. The library does not conduct programming that is purely commercial or religious in nature.

The library supports ALA's interpretation of the Library Bill of Rights, entitled Library-Initiated Programs as a Resource, adopted January 27, 1982; amended June 26, 1990; July 12, 2000, by the ALA Council (see below).

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### LIBRARY-INITIATED PROGRAMS AS A RESOURCE

#### An Interpretation of the Library Bill of Rights

Library-initiated programs support the mission of the library by providing users with additional opportunities for information, education, and recreation. Article 1 of the *Library Bill of Rights* states: "Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves."

Library-initiated programs take advantage of the library staff expertise, collections, services, and facilities to increase access to information and information resources. Library-initiated programs introduce users and potential users to the resources of the library and to the library's primary function as a facilitator of information access. The library may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals as part of its own effort to address information needs and to facilitate information access in the community the library serves.

Library-initiated programs on site and in other locations include, but are not limited to, speeches, community forums, discussion groups, demonstrations, displays, and live or media presentations.

Libraries serving multilingual or multicultural communities should make efforts to accommodate the information needs of those for whom English is a second language. Library-initiated programs that cross language and cultural barriers introduce otherwise underserved populations to the resources of the library and provide access to information.

Library-initiated programs "should not be proscribed or removed [or canceled] because of partisan or doctrinal disapproval" of the contents of the program or the views expressed by the participants, as stated in Article II of the *Library Bill of Rights*. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by the participants, any more than the purchase of material for the library collection constitutes an endorsement of the contents of the material or the views of its creator.

Library-initiated programs are a library resource, and as such, are developed in accordance with written guidelines, as approved and adopted by the library's policy-making body. These guidelines should include an endorsement of the *Library Bill of Rights* and set forth the library's commitment to free and open access to information and ideas for all users.

Library staff select topics, speakers, and resource materials for library-initiated programs based on the interests and information needs of the community. Topics, speakers, and resource materials are not excluded from library-initiated programs because of possible controversy. Concerns, questions or complaints about library-initiated programs are handled according to the same written policy and procedures which govern reconsideration of other library resources.

Library-initiated programs are offered free of charge and are open to all. Article V of the *Library Bill of Rights* states: "A person's right to use a library should not be denied or abridged because of origin, age, background, or views."

The "right to use a library" encompasses all of the resources the library offers, including the right to attend library-initiated programs. Libraries do not deny or abridge access to library resources, including library-initiated programs, based on an individual's economic background or ability to pay.

Adopted January 27, 1982; amended June 26, 1990; July 12, 2000, by the ALA Council.

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Reviewed 11/17/11 – *no changes*

### Public Use of Telephones Policy

Library telephones shall be used by library customers in emergency situations only. Emergency calls shall be limited to no more than three minutes.

Approved 11/19/87

Revised 4/21/94; 10/26/94; 5/21/98; 6/21/01 effective 7/01/01;

Revised 4/18/02; 6/16/05 effective 7/01/05; 6/15/06; 2/21/08 effective 3/3/08;

Revised 9/17/09 effective 11/01/09

**Revised May 20, 2010 – Effective May 21, 2010**

Reviewed 11/17/11 – *no changes*

### Rules Governing the Use of the Library

The Board of Trustees of the Cumberland County Public Library & Information Center has adopted the following policy that outlines the rules governing the use of the library. These rules were adopted in order to provide an atmosphere that is appropriate to library use. Use of the library is intended to be for reading, studying, writing, attending or hosting an organized meeting, or utilizing computers. Other use is not permitted.

Those engaged in inappropriate activities, including but not limited to those described below, will be warned. Continued failure to follow the rules will result in exclusion from the library for the day or for an extended period of time. The police will be called when customers refuse to leave the library after being asked to do so, or when people on library property are engaging in unlawful behavior.

The following actions, activities or behavior are prohibited on library property:

1. Engaging in disorderly conduct, committing a nuisance, such as repeatedly following or intimidating customers or staff, or otherwise unreasonably disturbing or offending library users or staff.
2. Abusive, vulgar, obscene, or loud language.
3. Intentionally damaging, destroying, or stealing any library property. (This is a crime)
4. Carrying weapons of any kind.
5. Bringing in of open food or beverage containers or consuming food. (Consuming beverages from covered or lidded containers is permitted).
6. Not wearing shoes or shirts while in the library.
7. Children seven (7) years of age and under without adult supervision.
8. Children fifteen (15) years of age and younger left on library property after closing.
9. Soliciting, selling, or distributing of leaflets. Posting of notices not authorized through the Community Relations Office.
10. Rearranging or soiling of library furniture or use of furniture outside its intended purpose.
11. Bringing into the library any animals except a service animal (i.e., an animal individually trained to provide assistance to an individual with a disability) or animals used for library-sponsored events.
12. Extreme body odor or other strong or offensive smells which unreasonably disturb others.
13. Sleeping in the library.
14. Smoking or other uses of tobacco inside the library or within 25 feet of an entrance.
15. No bag can be over 24 inches in length. Large containers of any type, including but not limited to bedrolls, duffle bags, suitcases, or plastic bags larger than 13 gallons are prohibited. Customers with unauthorized items will be asked to remove them from the library. Personal property left unattended may be subject to removal at staff discretion.
16. Board games, gambling, card playing, games of chance or skill except during library sponsored events.
17. Skateboarding, roller-blading, roller-skating, etc. on library property.

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18. Failing to turn off or silence cell phones or other communication devices upon entering the library. Cell phone communication is allowed in the library if calls are kept as quiet as possible so they are not a nuisance to customers and staff.
19. Shaving, bathing or washing clothes in library rest rooms.
20. Groups of four or more congregating on library property, unless their purpose is associated with specific library use, e.g. attending a program. Groups will be asked to disperse if it is determined that their behavior is prohibiting or interfering with use of the library by other customers.

Failure to comply with the Rules Governing the Use of the Library may result in exclusion from the library for the day or an extended period of time at the sole discretion of library personnel.

Use of the Children's Department is reserved for children, parents or guardians and adults interested in children's literature.

Theft or damage of library materials is a crime and will result in arrest.

Trespassers will be arrested and prosecuted.

### **Access to the Cumberland County Public Library & Information Center by Sex Offenders Registered or Otherwise Required to Register Under North Carolina State Law:**

It is the policy of the Cumberland County Library and Information Center that any person registered (or required to register but has otherwise failed to do so) as a sex offender under the authority of the laws of the State of North Carolina shall not have access to those areas clearly designated for the use of minors at any public library facility. Therefore, said sex offender shall not enter any such area for any reason or under any circumstance, to include, but not be limited to, discharging or acquiring other persons, to deliver any item for any company or person, or to perform maintenance of any kind for any company to include Cumberland County, or for any other reason whatsoever.

Trustee Approved 4/18/96;  
Revised 12/8/05; 3/16/06  
**Reviewed 11/17/11 – no changes**

### **WILLFULLY DAMAGED LIBRARY MATERIALS**

Willfully damaged library materials are defined as library materials which are intentionally damaged while on library property (such as ripping security targets from the library materials, tearing out pages from a book, newspaper, magazine, defacing library materials, etc.).

The charge for willfully damaged materials is \$30.00, plus the total price of the items damaged (list price plus processing fee). For example, a customer discovered tearing pages out of three magazines would pay a \$30.00 willful damage fee and the total cost of the three magazines, as listed in the library database.

Library materials that are damaged while checked out to customers are not part of this definition, but are covered by the "Damaged Materials Policy" (page 20 of the Library Trustee Approved Policies).

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Trustee Approved 10/21/99;  
Revised 12/8/05  
**Reviewed 12/8/11 – no changes**

### **PUBLIC COMPLAINTS ABOUT POLICIES/PROCEDURES**

The Cumberland County Public Library & Information Center is a public institution devoted to its mission to educate, enlighten, and entertain our customers by providing the best in reading, information, and programs, thus enhancing the quality of life in Cumberland County.

In order for the library to meet its mission, internal procedures have been developed to implement the Library Board of Trustee-approved policies which govern the institution. If a library customer has a concern about library policies and/or procedures, he/she will be given an opportunity to discuss the concern with appropriate library staff. Unresolved customer concerns will be addressed by the Library Director and, if necessary, the Library Board of Trustees.

Trustee Approved 6/19/03;  
Revised 12/8/05  
**Reviewed 12/8/11 – no changes**

### **SPONSORSHIP POLICY**

#### **Statement of Policy**

Cumberland County Public Library & Information Center (CCPL&IC) will accept sponsors who help promote its mission by providing monetary or in-kind support for library programs or services. CCPL&IC recognizes that the public trust and perception of its impartiality may be damaged through sponsorships that are aesthetically displeasing, politically oriented, or offensive to segments of its citizenry. When the public trust and perception of impartiality are lost, CCPL&IC's ability to effectively fulfill its mission is impaired. Therefore, as a means to generate resources for improving or expanding its programs and services, CCPL&IC permits private sponsorship of library programs or services only in limited circumstances consistent with maintenance of public trust and perception of its impartiality. CCPL&IC maintains its sponsorship program as a nonpublic forum and exercises sole discretion over who may be eligible to become a sponsor according to the terms of this policy.

Sponsorships should be linked, whenever possible, to specific activities, events, programs, or publications. CCPL&IC will neither seek nor accept sponsors who manufacture products or take positions inconsistent with state, federal or local law, or with City/County policies, positions or resolutions. The establishment of a sponsorship agreement does not constitute an endorsement by CCPL&IC of the sponsor's organization, products, or services.

#### **Definition of Terms**

Sponsorship is the right to associate the name, products, or services of an external entity (for-profit or not-for-profit) with programs, services, or name of CCPL&IC. Sponsorship is a business relationship in which CCPL&IC and the external entity exchange goods, services, and donations for the public display of a message on library property acknowledging private support.

#### **Approval Authority Structure**

CCPL&IC possesses sole and final decision-making authority when determining the appropriateness of a sponsorship relationship and reserves the right to refuse any offer of sponsorship. Sponsorship agreement proposals will be reviewed according to the following guidelines:

- All sponsorships shall be approved in consultation with the Office of the County Attorney.
- Sponsorship agreements projected to generate \$50,000 or more shall require the written approval of the Library Director, who shall also inform and consult with the Library Board of Trustees.
- Sponsorship agreements projected to generate under \$50,000 shall require the written approval of the Library Director.

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At the discretion of the Library Director, any proposed sponsorship agreement may be referred to the Library Board of Trustees for approval.

### Proposal Review Criteria

Proposals for sponsorship of CCPL&IC programs or services shall be reviewed on the basis of a written Memorandum of Understanding which clearly outlines the forms of support offered by the sponsor and the recognition to be given by CCPL&IC. A Memorandum of Understanding shall be created for each sponsorship relationship, and should detail, at a minimum, the following:

- Activities, products, and services of the private entity and its subsidiaries;
- Benefits to be given to the proposed sponsor by CCPL&IC and the estimated monetary value of said benefits;
- Benefits to be given to CCPL&IC by the proposed sponsor and the estimated monetary value of said benefits;
- Prominence of the proposed public recognition of support;
- Content of the proposed public recognition of support;
- Duration of the proposed public recognition of support;
- Conditions under which the sponsorship agreement will be terminated.

### Criteria for Proposal Review

CCPL&IC recognizes that although entering into a sponsorship agreement with an external entity does not constitute an endorsement, it does imply an affiliation. Such affiliation can affect the reputation of CCPL&IC among its customers and its ability to fulfill its mission effectively. Therefore, any proposal for sponsorship of a CCPL&IC program or service in which the involvement of an outside entity compromises the public's perception of the library's neutrality or its ability to act in the public interest will be rejected.

The following criteria shall be considered before entering into a sponsorship agreement:

- Extent and prominence of the public display of sponsorship;
- Aesthetic characteristics of the public display of sponsorship;
- Importance of the sponsorship to the mission of CCPL&IC;
- Level of support provided by the sponsor;
- Cooperation necessary from other CCPL&IC departments to implement the sponsorship;
- Inconsistencies between CCPL&IC policies and the known policies or practices of the potential sponsor;
- Any other factors which might undermine public confidence in the library's impartiality or interfere with the efficient delivery of library services or operations, including, but not limited to:
  - Current or potential conflicts of interest between the sponsor and CCPL&IC's employees, Library Board of Trustees, or other County agencies;
  - The potential for the sponsorship to tarnish the library's standing among its customers or otherwise impair the ability of CCPL&IC to fulfill its mission.

### Permissible Sponsors and Message Content

Sponsorships on CCPL&IC property are maintained as a nonpublic forum. CCPL&IC intends to preserve its rights and discretion to exercise full editorial control over the placement, content, appearance and wording of sponsorship affiliations and messages.

CCPL&IC may evaluate the desirability of any potential sponsorship relationship based on the appropriateness of the product or subject matter of a potential sponsorship. CCPL&IC will not deny sponsorship opportunities based on the potential sponsor's viewpoint.

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Any sponsorship from an organization engaged in any of the following activities, or having a mission that supports any of the following subject matters, or which, in the sole discretion and judgment of the Library Director of CCPL&IC is deemed to be unsuitable for and contrary to community standards of appropriateness for government publications, shall be prohibited on any CCPL&IC property:

- Promotion of the sale or consumption of alcoholic beverages, or promotion of establishments that are licensed for and primarily sell alcoholic beverages, including bars; provided, however, food service establishments or places of lodging may be authorized only when the sale of alcohol is incidental to providing food service or lodging;
- Promotion of the sale or consumption of tobacco products;
- Promotion of the sale of birth control products or services;
- Commentary, advocacy or promotion of issues, candidates, and campaigns pertaining to political elections;
- Depiction in any form of profanity, or obscenity, or the promotion of sexually-oriented products, activities, or materials;
- Promotion of the sale or use of firearms, explosives, or other weapons, or glorification of violent acts;
- Promotion or depiction of illegal products, or the glorification of illegal products, activities or materials.

### **Permissible Recognition Statements**

Sponsorship recognition statements are permitted to identify the sponsor but should not promote or endorse the organization, or its products or services. Statements which advocate, contain price information or an indication of associated savings or value, request a response, or contain comparative or qualitative descriptions of products, services, or organizations will not be accepted. Only the following content will be deemed appropriate:

- The legally recognized name of the advertising organization;
- The advertiser's organizational slogan if it identifies rather than promotes the organization or its products or services;
- The advertiser's product or service line described in very brief, generic, objective terms. Generally only one product or service line may be identified;
- Brief contact information for the advertiser's organization, such as phone number, address, or Internet URL. Contact information must be stated in such a manner as to avoid an inference of urging the reader to action.

CCPL&IC will not make any statements which directly or indirectly advocate or endorse a sponsor's organization, products or services.

No materials or communications, including, but not limited to, print, video, Internet, broadcast, or display items developed to promote or communicate the sponsorship using CCPL&IC's name, marks and/or logo, may be issued without written approval from CCPL&IC's Library Director and the County Attorney.