

The Richmond Memorial
Library
Marlborough, CT
Statement of Library Policy

November 2007

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Governance

The Richmond Memorial Library Association through the direction of its Executive Board governs the Richmond Memorial Library. Board members are elected to terms of office through annual elections. All Association members are eligible to vote in Association elections.

The Executive Board is responsible for supporting and executing the Library's mission and goals as well as establishing its philosophy of service. The Executive Board is governed by Association Constitution and By-Laws. The Executive Board sets Library policies.

The Executive Board is responsible for hiring and annual evaluation of the Library Director. The Library Director is responsible for the implementation of the Library's policies. The Library Director reports to the Executive Board.

Services

Collection: The Richmond Memorial Library maintains a collection of materials in a wide variety of formats. Popularity, professional reviews, budget and space limitations, and usefulness to the customer will guide the selection process. Every effort will be made to acquire the information needed by the customer using the resources of the CONNECT system, reQuest, Internet and other interlibrary loan resources. However, Richmond Library will not request materials be sent from outside the state of Connecticut.

Programs: Richmond Library makes every effort to offer an array of programs that have community appeal and support our mission. Programs for adults, children and teens are held throughout the year. A special focus on early literacy happens at the Library with programs starting from birth for children.

Richmond Library strives to be a resource for the entire community. We make every effort to work with the local school system to encourage all learners as well as those who are not in a formal education setting.

The Richmond Memorial Library will assist, in a manner of reasonable accommodation, any person in their efforts to locate information including those persons with disabilities needing special assistance.

Mission Statement

The Richmond Memorial Library is a resource center that provides access to information from a wide range of sources in a variety of formats. Its commitment is to serve the Marlborough community's evolving personal, educational, and cultural needs.

Library Rules of Behavior

Comfort and safety of all customers are priorities for establishing these rules. These rules extend to the Library and surrounding property.

- Inappropriate or threatening behavior inside or outside the building will not be tolerated.
- Eating or drinking are not allowed in the main area of the Library.
- Smoking is not permitted in the Library.
- Voices and activities should be kept to levels that do not disturb others around you.
- Cell phones must be set on vibrate. Persons talking on cell phones should do so in the entry foyer only.
- Soliciting is not allowed unless the library is the direct beneficiary of such activity and the Director or Assistant Director's permission has been granted.
- Shoes and shirts must be worn at all times.
- Sleeping is not allowed.
- Only Library staff and authorized individuals are allowed in staff areas.
- No animals are permitted with the exception of guide dogs.
- Customers will conduct themselves in a courteous manner. Those using disruptive or abusive language, unacceptable behavior or endangering others will be asked to leave the Library.
- Harassment of any kind toward any person will not be tolerated.
- Weapons of any kind are not allowed inside the building or on Library grounds.
- Loitering is not allowed inside the building or on Library grounds.

Zero Tolerance Policy on Workplace Violence

Richmond Memorial Library maintains a zero tolerance policy on violence in the workplace. Any violent act is strictly prohibited. Participating in, provoking or otherwise contributing to any violent act in the Library including, but not limited to abuse, assault, battery, threats and/or harassment will result in severe disciplinary action up to and including discharge (for employees) and immediate removal from the building.

Theft of Library Property

No Library materials or property may be removed from the building unless they have been properly checked out or given approval for their removal. Taking Library materials without authorization will be considered and treated as theft. (Connecticut State Statutes 53a-119, 53a-119a.)

Defacement of Library Property

Defacement of Library property will be considered an act of vandalism and will be referred to the proper authorities.

Children Left Unattended

Children under the age of 12 should not be left unattended in the Library. In the event a minor (under age 18) is left at closing, the police may be notified. (Minor definition, Connecticut State Statutes, Section 1 –1d.)

Parents or caregivers that bring children to Story Time or other Library programs should not leave the building. In the case of an accident or emergency your presence is needed. Parents or caregivers are responsible for their children's behavior while in the Library.

Confidentiality of Library Records

Circulation records and other records identifying the names of Library users and other personally identifiable information are confidential. In accordance with the *General Statutes of Connecticut* (Section 11-25 b) “Notwithstanding the provisions of Sections 1-210, 1-211 of the *General Statutes of Connecticut*, personally identifiable information contained in circulation records of all public libraries shall be confidential,” the Richmond Memorial Library will protect the information contained in these records. Such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.

When a proper show of good cause has been made in a court of competent jurisdiction, patron information may be made available. Upon receipt of such process, order, or subpoena, the Executive Board will consult with legal counsel to determine if such request is in proper form and is showing a good cause for its issuance. If the process, order or subpoena is not in proper form or if good cause has not been shown, they will insist that such defects be corrected.

A customer's Library record may be viewed by that customer, or by that customer's parent or legal guardian if the customer is a minor as defined by Connecticut law. (Minor definition, Connecticut State Statutes, Section 1-1d, under 18 years of age.)

Circulation Rules and Regulations

The Richmond Memorial Library follows CONNECT rules and regulations regarding circulation procedures as well as ConnectiCard requirements. There are additional circulation policies pertinent only to Richmond Memorial Library.

As with any rules, exceptions are unavoidable. The Library staff is empowered to use its own discretion regarding circulation regulations. Our job is to provide accurate, efficient and friendly service at all times to our customers. Library records are confidential. (Section 11-25 of the Connecticut State Statutes)

It is the responsibility of parents or caregivers to monitor what their child borrows.

Most Library materials may be borrowed for a three-week period. DVDs as well as museum passes circulate for two days. Periodicals and videocassettes circulate for one week. Some special book collections circulate for only one week. Reference books do not circulate. An extended loan period is allowable with staff approval on materials that are not recent additions for individuals requiring extra time for such purposes as teaching, vacations etc.

Library Cards

Library cards are issued according to ConnectiCard and CONNECT regulations. In order for a card to be issued the customer must reside in Marlborough. Proof of residency must be shown --identification that has the patron's name and Marlborough address. In the event the patron cannot provide this information, the application can be completed and the completed card mailed to the patron at his Marlborough address. Delivery through the postal system (excluding post office box addresses) verifies residency. There are no age requirements but parents or guardians must sign the library application for a minor.

If a customer does not have their Library card with them but wishes to borrow materials, he/she may do so if they can provide another means of identification such as a valid driver's license, school schedule, etc.

Cards that are lost before their expiration date are replaced at a cost of \$5.00.

A patron who has outstanding fines or fees over \$10.00 will be blocked from using their card until the monies owed is less than \$10.00.

Library Use by Non-residents

In accordance with ConnectiCard regulations, all materials loaned to Marlborough residents shall also be loaned to non-residents. All policies pertaining to residents apply also to those not residing in Marlborough who use the facility, its collection or resources.

Persons living out of Marlborough, but within the CONNECT region may be issued a temporary CONNECT card according to CONNECT rules. Persons living out of Marlborough and not residing in a CONNECT library town are encouraged to get a card from the town in which they reside. However, in case of extenuating circumstances such as their hometown library being closed, a temporary 30-day card may be issued.

Holds

A customer may reserve an item that is in circulation or on order. This is called a “hold”. They must fill out a hold form available at the circulation desk. Holds are allowable by telephone or on-line via the CONNECT system. When the item arrives it is held for 5 days from the day the customer is notified. Notification will take place either by telephone or email. The Library is not responsible for lost or undelivered messages concerning holds. On day 6 if the item has not been picked up it is discharged and goes to the next customer or back on the shelf. The customer must request it again if he/she wants it. Entertainment videos and museum passes may not be formally requested. However, a customer may “call ahead” and ask if a film or pass is available and if so it may be held two hours from the time of the call for that customer. Teachers may request that films be reserved for classroom use.

Email Services

Customers who provide the Library with their email address will receive library related messages from the Library. “Almost due” notices are sent to valid email addresses the day before a borrowed library item is due. Other emails, related to the Library are sent periodically. The Library does not disclose or broker email addresses to outside parties. The Library is not responsible for “bounce backs” or undelivered email messages.

Renewal of Materials

All materials with the exception of interlibrary loan materials may be renewed one time if no one else has requested the item.

If a customer wishes to renew an interlibrary loan item, staff will verify that the item may be renewed. Renewal is at the discretion of the loaning library.

Telephone renewals are allowed. The customer should be advised she/he will be contacted if there is a problem with his renewal. Renewals may also be executed by the customer on-line through the CONNECT system.

Overdue Items and Fines

All materials, with the exception of videos and museum passes, are subject to a \$.20 per day overdue fine. Fines are charged for the days we are open. Book drop materials are considered returned the previous day. Overdue notices are automatically generated by computer after they are overdue for 14 days. A second notice is sent after 21 days and followed by a bill.

Maximum fines are \$10.00 per item. Paperbacks and magazines are \$2.00 maximum. Video fines and museum passes are \$2.00 per day for days we are open with a \$10.00 maximum per item.

Customers will lose their borrowing privileges if charges or fines on their library cards exceed \$10.00. Once their balance is below \$10.00, the use of their card is re-instated.

Lost or Damaged Items

For an item that is lost or damaged beyond repair, the charge for the item is the replacement cost of the item. Replacement copies are only accepted at the Director's discretion.

Computer Use

Statement of Purpose:

The following procedures and policies governing the use of computers, the Internet and the Library network are provided to our Library patrons and will be applied without discrimination and in the best interests of all Library users.

Computers at Richmond Memorial Library:

In keeping with the commitment to provide access to information to our patrons, the computers located in our common entrance area provide access to the wide-world of the Internet and are loaded with software programs such as Word, Excel and Powerpoint to aid document creation. They also provide access to our online library catalog and online databases. Email is allowed on five computers. Interactive chat programs such as Instant Messenger are prohibited.

Children and Computers:

Access to the Internet at our Library provides a wealth of information and material to our users. In our commitment to create and maintain a public area appropriate and comfortable for all ages of users, parents or guardians, not the Library or its staff, are responsible for the information selected or accessed by children under 18. Library staff do not act in loco parentis and are not a substitute for parental supervision.

Parents or guardians assume responsibility for the child's use of all Library resources including computers, software, databases and hardware. The computer in the children's area has a variety of age-appropriate pre-loaded games. There is no Internet access and no printer in the children's area and sign-up is not required.

Computer and Internet Use Policy:

The user must adhere to and abide by any state or federal laws regarding computers, their use and materials accessed through them, including all decency laws and regulations. Users are reminded that it is their responsibility for which access points are reached. Not all of the information accessed through the Internet is accurate and the Richmond

Memorial Library assumes no responsibility for the accuracy of information disseminated.

Library computers are in a public area and are shared and viewed by patrons of all ages. Therefore, all patrons are asked to refrain from accessing potentially offensive information or images. It is not acceptable to use the Internet for any purposes which violate U.S. or state laws to transmit threatening, obscene or harassing materials, or interfere with or disrupt network users, services or equipment. Those not using Library materials, including the Internet, in a socially responsible manner will be prohibited from such materials. The Library staff reserve the right to make this determination, which may include termination of computer and Internet usage.

Individuals whose Internet privileges have been suspended may petition the Library Board in writing to request that their privileges be re-instated. The Library Board will review each request and make a determination.

Wireless Access Policy:

The Richmond Memorial Library offers wireless access to the library's Internet service for properly equipped laptops and hand held computers. When you use the Internet in the Library you are accepting the Library's Computer and Internet Use Policy. Please note that you must abide by that portion of the policy that indicates you are using your device in a public area that is shared by patrons of all ages. All users are asked to refrain from accessing potentially offensive information or images. Internet privileges will be suspended if your use of the wireless network is not in keeping with this policy.

Accessing Our Library Computers:

Computer users must log on by using their library card barcode. If they do not have a barcode, a guest barcode may be purchased for \$1.00. There is one computer, the standing PAC, used for searching the Library catalog only, where logging on is not necessary.

Use of Library computers is on a first come basis. Computer time is limited to one hour per user per day. User time may be extended by thirty minutes, if there is at least one vacant or available computer.

Only two people may use a single computer at one time and Library staff is available for only minimal assistance and guidance to computer users.

Saving Your Work and Printing:

Your work and documents may be printed. The first two pages of printing are free. After two pages, there will be a \$.25 per page charge. Computer users may not save any files to the hard drive. Work may be saved to a disk. Formatted discs are available for sale at the Circulation Desk for \$2.00 each. The Richmond Memorial Library is not responsible

for any damage to personal discs. Individuals may not bring their own software. The Library reserves the right to scan disks that are used in Library computers for viruses.

The Library is not responsible for unsaved files, data or information that is lost. Any damage done to hardware or software is the responsibility of the user. The Library expects the user to pay for any repairs necessary for damage done to any Library materials including computers. Damage will be assessed on a case by case basis. Abuse of property will result in loss of library privileges. Most software is copyrighted or trademarked. Copyright laws are strictly enforced.

Materials Selection Policy

The purpose of this policy is to provide guidelines for the selection of Library materials in accordance with the Library's mission. The Richmond Memorial Library adheres to the American Library Association's Library Bill of Rights, the Freedom to Read, the Freedom to View and Free Access to Minors (see appendices). The Library's mission statement is the guiding force for all activities including collection development.

The Richmond Memorial Library's Mission is:

The Richmond Memorial Library is a resource center that provides access to information from a wide range of sources in a variety of formats. Its commitment is to serve the Marlborough community's evolving personal, educational, and cultural needs.

Responsibility for Selection:

The Library Director is responsible for all materials included in the Library collection. Professional staff determines items to be included in the Library collection.

Criteria for Selection –

- Materials are selected to create a well-balanced collection. The Richmond Memorial Library does not advocate any particular beliefs or views.
- Selections are made with the goal of choosing the best and most useful materials in their fields as needed by the community.
- Criteria for selection include literary or artistic merit, authenticity, enjoyment and current or historical interest.
- The limits of funds and space considerations to house the item are valid criteria for selection.
- Selections are made based on standard review sources and selection guides such as, but not limited to: *Library Journal*, *Booklist*, *the New York Times Book Review*, *School Library Journal* and *Video Librarian*.
- Customer requests and recommendations for materials are considered but not an absolute criterion. When Richmond Memorial Library cannot fill a customer's request through permanent acquisition, resource sharing with other libraries will be used.

Requests for Purchase

Items requested for purchase will be considered. Information from the customer should be as complete as possible, author and title must be given. Requests go to the Director. The customer will be given the opportunity to purchase or contribute towards the cost of the item. Requests for purchase will follow the collection development purchase policy.

Donations and Gifts

The Richmond Memorial Library accepts donations of books and other materials. Donated items are subject to the same criteria as any purchased additions to the collection. Gifts are accepted without commitment as to final disposition. Retention and or utilization of donated materials are at the discretion of the library staff.

Withdrawing Materials

Materials are evaluated on an on-going basis for accuracy, currency, enjoyment and enrichment. Items are withdrawn when their individual value to the library's collection no longer exists. Materials, which are no longer useful because of condition, lack of circulation, or because they no longer meet selection criteria will be withdrawn from the collection. Withdrawn materials will be sold at Library book sales, donated to other charities, or discarded.

Reconsideration of Library Materials

The Richmond Memorial Library Executive Board defends the principles by which materials are selected. The responsibility for what is borrowed and by whom is the responsibility of the borrower -- the library cardholder to whom the library card is issued regardless of age.

A customer wishing to lodge a complaint concerning Library materials in the collection will complete the "Request for Reconsideration of Library Materials" form available from the Library Director. The complaint will be reviewed by the Library Director and the Executive Board of the Richmond Memorial Library Association. Written response as to the disposition of the materials will be sent to the complainant.

Request for Reconsideration of Library Materials

Title:

Author:

Format:

book _____ videocassette/DVD _____ periodical _____ audiocassette _____

compact disc _____ other _____

Your name:

Your address:

Your telephone:

Do you represent:

_____ yourself

_____ an organization or group (name) _____

1. To what in the material do you object? Please be specific.

2. Did you read/view/hear the entire work? _____

If not, what parts? _____

3. What do you feel is the result of reading or viewing or hearing this material? _____

4. Is there anything positive about the material? _____

5. What would you like the Library Board to do about this material? _____

Video Materials Rules

The Richmond Memorial Library has a collection of videocassettes and videodiscs. Any library cardholder may borrow from this collection. Videodiscs, commonly known as DVDs, may be borrowed for two days. Videocassettes may be borrowed for one week. As with any loaned library material, it is the responsibility of the parent or caregiver to monitor what their child borrows. All materials are checked out at the Circulation Desk with a valid library card. The borrower may select as many videos as they wish.

Returns – Video materials borrowed here must be returned to this library -- they may not be returned to other libraries. Videocassettes and DVDs may be returned in the book drop (which is located to the right of the front doors on the exterior wall of the building) after hours. Please secure these items with a rubber band before placing in the book drop.

Be considerate of the next borrower and please rewind.

Video Materials Fines - Videocassettes that are not returned on their due date are assessed a \$2.00 per day per tape charge. The maximum video fine charge is \$10.00 per tape.

The person who borrows the video material assumes complete responsibility for it. In case of loss, theft or damage, the user will be charged full replacement cost of the item. Tapes may not be spliced; therefore, full replacement cost may be charged for one break or tear. Richmond Memorial Library is not responsible for any damage done to the borrower's equipment.

Fax Machine

The fax machine is primarily for the Library staff's use, but can be used by customers to send information. The charge is \$1.00 per page. The library does not receive faxes for individuals.

Telephones

Library telephones are for Library business use. There is a pay telephone in the hallway near the stairs for public use. In the event a minor does not have money for the telephone, he/she may be permitted to use the Library telephone for a local call.

Cell phones may be used in the lobby only. Please refrain from using your cell phone in the library. Cell phones should be set to "vibrate" upon entering the library.

Library Bulletin Board and Displays

The Library bulletin board, located in the entry of the library, is for non-profit or non-commercial organizations and businesses located in Marlborough. Regional or state events will be posted only as space permits and they must be non-commercial in nature. Space priority will be given to Marlborough organizations. Events must be open to the general public. The Library reserves the right to oversee the postings and to add and discard postings as necessary. Posting materials on the bulletin board does not signify an endorsement by the Library.

Lost and found ads, want ads and classified ads are not accepted. The Library does not accept notices of items for sale to the public unless the proceeds directly benefit the library and the Library Director or Assistant Director's approval has been given.

The Library bulletin board is not a forum for political, religious or social discourse. Postings deemed inappropriate will be removed.

There is limited space for displays in the Library. Richmond Library reserves the right to have priority for use of display areas and to oversee content of display areas. The Director of the Richmond Memorial Library must approve requests for displays. Responsibility for the display rests with the owner. Richmond Memorial Library is not liable for loss or damage to the display.

Meeting Room Use and Regulations

The Richmond Memorial Library (the Library) meeting rooms may be used by Marlborough community organizations devoted to educational, cultural and civic activities or activities of general interest. This includes, but not limited to, town government, our local public schools and state and federal agencies.

Meeting Room Availability & Accessibility

1. Use of Library meeting rooms is reserved for meetings and programs. The meeting rooms are available on a first-come, first-served basis.
2. Library sponsored meetings and events have meeting room use priority. In the event that the meeting room is needed for a Library sponsored event, even though another group may have an advance reservation, the organization will be asked to reschedule their event. Groups may be limited in their use of Library meeting rooms in order to maintain available access for all qualified groups.
3. Use of a room by a group does not mean that the Library endorses, subscribes to or believes in the purposes of that group.
4. No admission fee, commercial solicitation or request for donations may be made.
5. Meeting room events may not conflict or disrupt regular Library activities.
6. Library meeting rooms are available only during regular scheduled days of Library operation.
7. As the meeting room is located on the second floor and accessible only by stairs, it is the responsibility of the organization holding the event to publicize a notice, two weeks prior to the meeting date, of the limitations of accessibility to this room. This notice should clearly state that those requiring any accommodations for a special need or disability should notify the person signing this form prior to the meeting the organization holding the meeting can make other accommodations. The American with Disabilities Act, a federal law, requires this.
8. The organization using a Library meeting room must abide by the rules and regulations of the Library. A representative of the organization must complete meeting room agreement forms.
9. The Library reserves the right to request additional information and a security deposit from the group reserving the room.
10. The Library reserves the right to refuse additional bookings to any group that fails to comply with these stated policies.

11. Each organization using the Library's meeting rooms will assume responsibility for:
 1. Adequate on-site adult supervision
 2. Restoring the room to an orderly condition
 3. Any other expenses associated with their use of the meeting room
 4. An adult must contract for use of any Library meeting space and be present at the time of use.

12. The rooms are available to persons eighteen (18) years of age or older. Juvenile groups may use the rooms with adult supervision, including one (1) adult per each group of ten (10) juveniles present at the program.

13. The maximum capacity of the meeting room is 25 people.

14. Groups may only reserve the room for a maximum of three times in consecutive months to ensure availability to others.

15. Written application for the use of the room must be made on forms available at the Library service desk.

16. The scheduling of meetings is subject to the approval of the Library Director or his/her designated agent. The Library Director reserves the right to cancel or decline any program or activity that could reasonably be expected to disrupt normal Library operations.

Meeting Room Responsibilities

1. Groups are responsible for setting up the room, according to their needs, beforehand and clearing the room when finished. Failure to return the room to its prior condition will result in forfeiture of future use.

2. Food or drinks are allowed in designated meeting areas only with prior permission. No cooking is allowed. Open flames such as Sterno and candles may not be used.

3. Smoking is not allowed.

4. Alcoholic beverages may only be served with permission of the Board of Selectmen.

5. Prior notification of the Library Director is requested if the news media is invited to or will be present at any event.

6. A group requiring audio-visual equipment must have a thoroughly trained and responsible adult who will be held responsible for any damage to the hardware, software or general equipment.

7. Any groups using a meeting room may not leave children unsupervised in other areas of the Library.
8. When leaving, please shut all lights off and close windows, turn off bathroom lights.
9. Thermostats are preset and should not be adjusted.
10. A maximum of 25 people is permitted in the area per order of the Fire Marshall.
11. In case of emergency, please call 911 from the pay phone at the bottom of the stairs.
12. The organization using the room agrees to be responsible for any damage they may do to the building or its furnishings. Premises must be clean and left in order.
13. Noise must be kept to a minimum. Remember, only a curtain separates your meeting from the library.
14. The organization holding the event must publicize a notice, two weeks prior to the meeting date, of the limitations of accessibility to this room. It is the organization's responsibility to meet the requirements of those requiring any accommodations for a special need or disability even if it means finding another place to meet.
15. Proper adult supervision is the responsibility of the group using the meeting room.
16. Any expenses associated with the use of the library meeting room will be paid by the group holding the meeting.
17. The Library and the Town of Marlborough assume no responsibility for property left in the building.

The Library Board reserves the right to modify these rules at any time in response to changing conditions.

**Richmond Memorial Library
Meeting Room Application**

By signing this I acknowledge that I have read and understand the rules governing the use of the Library meeting rooms for me and those attending my meeting. I accept responsibility and agree to comply with the meeting room rules and regulations.

Date_____

Name of
Organization_____

Date and Time of
Meeting_____

Name and address of
applicant_____

Approximately how many people will attend (*maximum capacity 25 people*)

I have received a copy of the Richmond Memorial Library meeting room use policy and understand that, once signed, this signifies my organization agrees to abide by the conditions specified therein.

Signature of organization representative:_____

Date:_____

Library Staff witnessing:_____

Public Relations Policy

The primary goals of the Library public relations program are:

- To promote community awareness of the Library and its services
- To stimulate public interest and active participation in the services offered by the Library
- To develop understanding of and support for the Library and its role in the community by governing officials, civic leaders and the general public.

The Library Board recognizes that public relations involve every person who has any connection with Richmond Library. The Board urges its own members and every staff member to realize that he or she represents the Library in every public contact. Good service supports good public relations.

A variety of methods, including but not limited to local news media, websites, flyers, newsletters, e-mail and special events, shall be utilized to keep the public aware of and informed about the Library's resources and services. The Library Director and the Association President and or their designee shall be responsible for dispensation of this information.

Volunteers

Volunteers are assigned tasks by the Library Director or Assistant Director and supervised by them or staff based on their qualifications and the needs of the Library at any given time. Duties may be assigned as needed or on a continuing basis, suitable to their talents. Volunteers are not paid or compensated in any way. Volunteers are expected to meet their commitment made to the Library by reporting when expected, performing their tasks in a timely manner and in such a way that meets acceptable Library standards and practices. Volunteers should record their time spent at their duties in the appropriate manner as directed by Library staff. Volunteers are protected as provided by law. Volunteers serve at the discretion of Library management.