



Riverside County  
Library System

# POLICY MANUAL

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## SECTION 1: GENERAL

### 1.1 INTRODUCTION

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The Policy Manual set forth by the Riverside County Library System (hereinafter referred to as RCLS) will establish policies, regulations, and working conditions that will govern the use while visiting the libraries and utilizing library services.

The policies outlined in this handbook will provide a standard across RCLS and be used as a reference tool for library staff, internal departments, the Riverside County Board of Supervisors, and any other personnel. The use of this manual will allow consistency in establishing core RCLS goals of enhancing life in our communities and providing equal access to informational, recreational, and educational materials.

These policies comply with local and federal laws and any changes in law will facilitate swift adjustments in whole or in part to the appropriate parts of this manual. It is within our practice to manage any other changes in these policies through our governance process. As changes are made to these policies the appropriate pages will be updated and distributed.

The RCLS Policy Manual has been adopted by the Riverside County Board of Supervisors on June 25, 2024.

### 1.2 MISSION AND VISION STATEMENT

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#### 1.2.1 MISSION STATEMENT

Welcoming spaces, trusted information and enriching experiences for a thriving Riverside County.

#### 1.2.2 VISION

Building an informed, engaged and connected community.

## 1.3 LIBRARY LOCATIONS

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### **Anza Library**

57430 Mitchell Rd.  
Anza, CA 92539  
Tel: (951) 763-4216



### **Cabazon Community Library**

50425 Carmen Ave.  
Cabazon, CA 92230  
Tel: (951) 849-8234



### **Calimesa Public Library**

974 Calimesa Blvd.  
Calimesa, CA 92320  
Tel: (909) 795-9807



### **Canyon Lake Library**

31594 Railroad Canyon Rd.  
Canyon Lake, CA 92587  
Tel: (951) 244-9181



**Cathedral City Library**

33520 Date Palm Dr.  
Cathedral City, CA 92234  
Tel: (760) 328-4262



**Coachella Library**

1500 6th Street  
Coachella, CA 92236  
Tel: (760) 398-5148



**Desert Hot Springs Library**

14380 Palm Dr.  
Desert Hot Springs, CA 92240  
Tel: (760) 329-5926



**Eastvale Library**

7447 Scholar Way  
Eastvale, CA 92880  
Tel: (951) 273-2025





**French Valley Library**  
31526 Skyview Rd.  
Winchester, CA 92596  
Tel: (951) 926-6636



**Glen Avon Regional Library**  
9244 Galena St.  
Jurupa Valley, CA 92509  
Tel: (951) 685-8121



**Highgrove Library**  
530 W. Center St.  
Highgrove, CA 92507  
Tel: (951) 682-1507



**Home Gardens Library**  
3785 Neece St.  
Corona, CA 92879  
Tel: (951) 279-2148



**Idyllwild Library**

54401 Village Center Drive  
Idyllwild, CA 92549  
Tel: (951) 659-2300



**Indio Library**

*Max T. McCandless Memorial Library*  
200 Civic Center Mall  
Indio, CA 92201  
Tel: (760) 347-2383



**La Quinta Public Library**

78-275 Calle Tampico  
La Quinta, CA 92253  
Tel: (760) 564-4767



**Lake Elsinore Library**

*Altha Merrifield Memorial Library*  
600 W. Graham  
Lake Elsinore, CA 92530  
Tel: (951) 674-4517



**Lake Tamarisk Library**

43-880 Tamarisk Dr.  
P.O. Box 260, Desert Center, CA 92239  
Tel: (760) 227-3273



**Lakeside Library**

*Vick Knight Community Library*  
32593 Riverside Dr.  
Lake Elsinore, 92530  
Tel: (951) 678-7083



**Louis Robidoux Library**

5840 Mission Blvd.  
Jurupa Valley, CA 92509  
Tel: (951) 682-5485



**Mead Valley Library**

21580 Oakwood St.  
Mead Valley, CA 92570  
Tel: (951) 943-4727





**Mecca Community Library**

91-260 Ave. 66  
Mecca, CA 92254  
Tel: (760) 396-2363



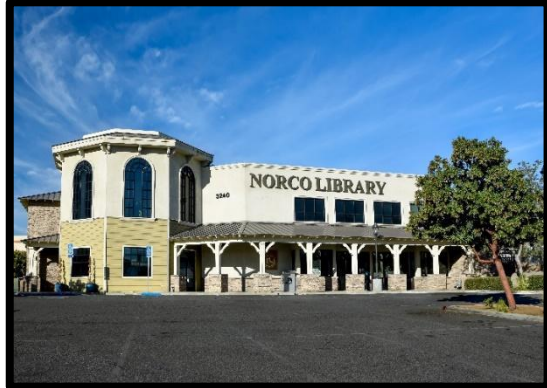
**Menifee Library**

28798 La Piedra Rd.  
Menifee, CA 92584  
Tel: (951) 679-2527



**Norco Library**

3240 Hamner Ave, Ste. 101B  
Norco, CA 92860  
Tel: (951) 735-5329



**Nuview Library**

29990 Lakeview Ave.  
Nuevo, CA 92567  
Tel: (951) 928-0769



**Perris Library**

*Caesar E. Chavez Library*  
163 E. San Jacinto  
Perris, CA 92570  
Tel: (951) 657-2358



**San Jacinto Library**

595 S. San Jacinto Ave. STE. B  
San Jacinto, CA 92583  
Tel: (951) 654-8635



**Sun City Library**

26982 Cherry Hills  
Menifee, CA 92586  
Tel: (951) 679-3534



**Temecula Grace Mellman Library**

41000 County Center Drive  
Temecula, CA 92591  
Tel: (951) 296-3893



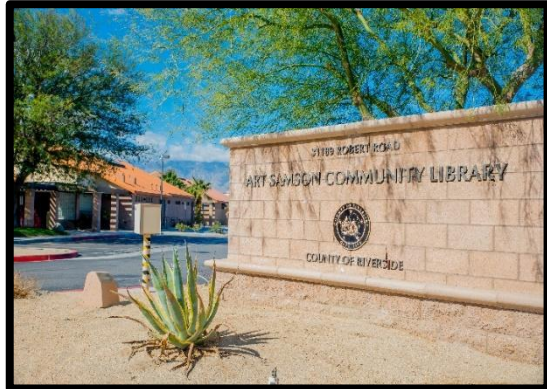
**Temecula Public Library**

30600 Pauba Road  
Temecula, CA 92592  
Tel: (951) 693-8900





**Thousand Palms Library**  
*Art Samson Community Library*  
31189 Robert Rd.  
Thousand Palms, CA 92276  
Tel: (760) 343-1556



**Valle Vista Public Library**  
25757 Fairview Ave.  
Hemet, CA 92544  
Tel: (951) 927-2611



**Wildomar Library**  
34303 Mission Trail  
Wildomar, CA 92595  
Tel: (951) 471-3855



**Woodcrest Library**  
16625 Krameria  
Riverside, CA 92504  
Tel: (951) 789-7324



**Library Connect Mobile Resource Vans**

Please check [www.rivlib.net](http://www.rivlib.net) for schedule and locations

The Riverside County Library System is directed by the ethical principles laid down in the Code of Ethics from the American Library Association.

The principles are as follows: As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staff.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

1. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
2. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
3. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
4. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
5. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
6. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
7. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

## 1.5 LIBRARY BILL OF RIGHTS

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The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as [Interpretations of the Library Bill of Rights](#).



The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now, as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

[American Library Association](#)  
[Association of American Publishers](#)

*Subsequently endorsed by:*

[American Booksellers for Free Expression](#)  
[The Association of American University Presses](#)  
[The Children's Book Council](#)  
[Freedom to Read Foundation](#)  
[National Association of College Stores](#)  
[National Coalition Against Censorship](#)  
[National Council of Teachers of English](#)  
[The Thomas Jefferson Center for the Protection of Free Expression](#)

## **1.7 FREEDOM TO VIEW STATEMENT**

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The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

**Endorsed January 10, 1990, by the ALA Council**

## **1.8 PRIVACY STATEMENT AND PATRON CONFIDENTIALITY**

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Protecting the privacy of library users is an essential principle to RCLS. RCLS is committed to patron record confidentiality that identifies individuals with their use of library books, materials, equipment, programs, and facilities as well as library staff assistance in any capacity. This privacy statement establishes how information will be used by the library. The policy affirms RCLS's commitment to privacy, describes the information collected and defines the privacy patrons have when accessing RCLS facilities and remote RCLS services.

### **1.8.1 GENERAL**

1. In accordance with the fullest extent permitted by federal, state, and local law, RCLS will keep all information that it collects confidential.
2. This policy is accessible on the RCLS website and available upon request.
3. Privacy of information includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, programs, or services.
4. The library will not collect personal information in any capacity without patron authorization and participation.
5. Patron information is solely used to provide or improve library services.

### **1.8.2 LIBRARY CARDS AND CIRCULATION RECORDS**

1. Identifying information is required to receive an RCLS card and maintain an RCLS record. This information is retained as long as the patron continues to use their library card.
2. RCLS patron records include current contact information, items currently checked out, items currently on hold, and information related to monies owed or paid. While the library does not collect the following information, patrons have the option to retain their checkout history, saved searches, program registrations and other opt-in choices the library may offer.
3. RCLS provides an interface to search the RCLS catalog for materials to check out, place on hold, or have delivered, with the library using this data for the sole purpose of fulfilling patron requests for library materials.

### **1.8.3 PUBLIC COMPUTER USE AND RCLS'S ONLINE SYSTEM**

RCLS provides public internet computers as well as open Wi-Fi. Public internet computers are configured to delete internet browsing history and remove files a patron may have saved at the end of a session, although it is ultimately the responsibility of the patron to ensure personally identifiable information is removed before ending their session. For more information on public internet computers and Wi-Fi use please see the Internet Use Policy.

RCLS's online public access catalog system offers library user self-activated features. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search and checkout history at any time.

RCLS provides users with opportunities to use computers and other devices (e.g., laptops, tablets, e-book readers, etc.) to access online resources such as library catalogs, research databases, e-books, other digital content, and the internet. In addition, RCLS provides wireless public networks that allow users to connect using a personal device.

### **1.8.4 EMAIL, WEB FORMS, AND REFERENCE QUESTIONS**

RCLS does not retain personal information about a library user when a user visits the RCLS website, registers for a program, or submits reference questions through online forms or other means. Any information the library user chooses to provide will be used only to improve library services, such as information gathered through voluntary library user surveys.

Information provided by a library user via email or web forms, or other means will be used only for the purposes described at the point of collection.

If contact information is provided, RCLS may contact the user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

RCLS treats questions, regardless of format or transmission, confidentially.

Electronic communication is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirement.

### **1.8.5 INFORMATION AUTOMATICALLY COLLECTED AND STORED**

As library users browse through the RCLS website, read pages, or download information, certain information will be automatically gathered and stored about the visit, but not about the library user. The information gathered is for statistical purposes only to ensure that RCLS is providing appropriate services and does not personally identify any individual.

### **1.8.6 LINKS TO OTHER SITES**

RCLS's web page contains links to external sites. RCLS is not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. RCLS encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

### **1.8.7 NETWORK SECURITY**

RCLS will take every reasonable precaution to ensure that any confidential information that is kept by RCLS for any purpose is safeguarded from unauthorized access. RCLS has a responsibility to ensure that the accessing, handling, sharing, and disposing of confidential information complies with RCLS' Confidentiality and Privacy Policies. Within the credit card holder data environment, RCLS will comply with the latest revision of the Payment Card Industry Data Security Standards (PCI DSS).

### **1.8.8 WORKING WITH LAW ENFORCEMENT**

RCLS records will not be made available to any agency of the 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 investigatory power.

Sections 214-216 of the USA Patriot ACT gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.

The Chief Librarian, and/or any person duly appointed in writing by the Chief Librarian, shall be responsible for handling all law enforcement or similar requests to obtain the libraries confidential information. The Chief Librarian shall immediately consult with appropriate legal counsel to determine if such a request is in proper form and to formulate an appropriate response. The library staff shall immediately refer all law enforcement inquiries to the Library Director, or in his or her absence, to the duly appointed person, and shall not release Library confidential information until authorized in writing by the Library Director or duly appointed designee.

The libraries confidential information is not available without the production of a valid subpoena or court order.

### **1.8.9 PATRON RECORD CONFIDENTIALITY**

Section 7927.105 of the California Government Code states that "all patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term 'patron use records' includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in

order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.”

Any such requests from the police or government officials must be referred through the chain of command and to ultimately, the County Librarian, or designee.

Information regarding addresses and titles/subjects of items cannot be released to anyone but the card holder and/or parent or legal guardian who signed the juvenile application.

The number of fines and overdues may be stated for any card.

#### **1.8.10 THE PATRIOT ACT**

The “Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism” Act, or USA PATRIOT Act, was signed into law on October 26, 2001. Section 215 of the USA PATRIOT Act had been regarded as the “library records” provision.

Section 215, in part, allowed the government to obtain secret court orders to hand over any records or other “tangible things” such as “books, records, papers, documents and other items” if deemed “relevant” to an investigation. Law enforcement could also screen emails, reading and computer records. A gag order would have been imposed on those who complied. On May 31, 2015, Section 215 expired.

On June 1, 2015, the “Uniting and Strengthening America by Fulfilling Rights and Ending Eavesdropping, Dragnet-collection and Online Monitoring Act” or the USA FREEDOM Act was enacted. This restored and renewed parts of Section 215, mostly referring to telephone calls and its metadata. The USA FREEDOM Act does not state specifically that the expired parts of Section 215, including the “library records” provision, has been restored.

Local laws do not supersede the USA FREEDOM Act.

This policy covers all electronic information resources in RCLS. It applies equally to network servers, workstations, both staff and public access, network equipment, telecommunications equipment, and peripherals, such as printers, within the library. The policy applies to all library staff, administrators, and contractors using RCLS's computer resources.



## SECTION 2: USING THE LIBRARY

### 2.1 PATRON CODE OF CONDUCT

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This Patron Code of Conduct has been developed to ensure a clean, respectful, comfortable, and safe library environment for all RCLS patrons and staff.

Individuals using RCLS facilities and attending RCLS programs are expected to comply with all policies and directions from staff. Conduct is unacceptable if it impedes other patrons from a timely enjoyment or threatens injury or damage to patrons, staff, or RCLS resources.

This policy requires the following specific behaviors be observed in all RCLS facilities.

#### 2.1.1 GENERAL

- All persons are welcome at any RCLS branch. Parents, guardians, chaperones, and caretakers are responsible for the conduct and safety of persons under their care while they are using any RCLS facility.
- Patrons are to treat other users and staff with courtesy and respect, honor other users' privacy, and keep all conversations quiet.
- RCLS furniture, equipment, and spaces intended for public use are to be used solely for their intended purpose.
- Skateboards, skates, scooters, and other similar devices must be carried while on RCLS property and kept out of walkways or areas where they might cause a tripping hazard. Bicycles are not allowed inside RCLS facilities and should be secured in designated areas where available.
- Drinks are permitted in unbreakable, spill-proof containers that have sip-through lids or unbreakable screw-top bottles.

#### 2.1.2 PROHIBITED CONDUCT

- Egregious disturbances which include use of
  - Abusive, intimidating, harassing, or offensive language
  - Verbally, physically threatening or harassing other visitors, library staff or volunteers
- Behavior which may result in disturbing other RCLS users or staff, including but not limited to:
  - Loud talking/shouting
  - Running
  - Shoving
- Use of RCLS computers in violation of the RCLS computer and internet use policy
- Use or distribution of alcohol, tobacco, cannabis products, vaping or illegal substances. This includes the charging of battery powered electronic smoking devices.
- Cell phone noises and conversations are limited to outdoor areas and study rooms
- Entering an RCLS facility without proper attire, which is in accordance with the community's expectations for public places, including shoes and shirts
- Carrying or displaying dangerous weapons of any kind (California Penal Code § 171b)
- Entering non-public areas such as staff break rooms, offices, or storage areas without authorization

- Bringing animals into an RCLS facility, except service animals, unless authorized
- Engaging in any form of sexual activity, misconduct or harassment of other patrons or staff including solicitation, indecent exposure, or offensive touching
- Selling, advertising, petitioning, or soliciting monetary contributions unless authorized
- Engaging in any illegal act that violates federal, state, or local statute, legislation, or ordinances
- Loitering in restrooms, using the restrooms or water fountains for bathing, shaving, or washing clothing
- Entering an RCLS facility with unsanitary conditions, including, but not limited to clothing, body odor, insects, or unsanitary belongings that interfere with the use of RCLS by other patrons or staff
- Monopolizing library spaces and resources for extended periods of time including furniture, electrical outlets, or equipment
- Individuals should limit the amount of personal property they bring into RCLS facilities so as not to obstruct aisles, doorways, or stairs
- Bringing bicycles, shopping carts or other large-wheeled conveyances inside RCLS buildings outside of ADA compliant mobility devices
- Adults using areas designated for teens or children without being accompanied by a child or teenager
- Items deemed unsanitary by the RCLS staff will not be allowed in the library
- Patrons may sleep if they are not disturbing others

### **2.1.3 ENFORCEMENT AND DISCIPLINARY**

In order to be fair and equitable in the application of RCLS policies, upon determining that a patron has failed to comply with this code of conduct or another policy RCLS staff shall follow the following procedures.

In the event of a first-time, minor infraction, library management may:

1. Ask the patron to stop the prohibited behavior; and/or
2. Warn the patron that he/she may be required to leave the library for the day if prohibited behavior does not stop; or
3. Suspend the patron's library privileges for a length of time determined by management.
4. Any patron displaying dangerous, destructive, illegal, or threatening conduct may have his or her library privileges suspended immediately and without a warning.
  - a. If the patron refuses to leave, law enforcement may be called for assistance.
  - b. If the safety of staff or patrons is endangered or a crime is in progress, staff will immediately call the police.
  - c. A confidential incident report will be completed and filed, and other RCLS branches will be notified.

In the event of a severe infraction or repeated behavior in violation of RCLS policies, RCLS management has the authority to restrict customer access to RCLS facilities for extended periods that can include a permanent ban.

## **2.2 GROUP VISITS**

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### **2.2.1 GROUP VISIT AVAILABILITY**

- Advance notice is recommended for group visits and must be given when staff assistance is needed.
- Drop-in group visits may be accommodated during less busy times of the year
- Individual branches within RCLS reserves the right to limit groups during busy times of the year.

### **2.2.2 CHECKING OUT MATERIALS**

- If anyone within the group is checking out materials, they must do so with their personal library card and account.
- If anyone in the group is signing up for a library card during their visit, they must provide a valid form of identification and proof of address.
- If the interested party is a minor, we recommend getting a library card ahead of time with a guardian signature and approval.

### **2.2.3 RESPONSIBILITY OF CHAPERONES**

- On the date of the group visit the lead chaperone will check in with library staff
  - The chaperone is expected to have a list of all people in their group as well as the sponsoring organization's contact information.
- A ratio of one chaperone per 10 visitors is recommended, or more chaperones depending on the needs of the group.
- Public bathrooms are provided, we strongly suggest chaperones have a plan in place ahead of time for those who may need assistance.
- Chaperones must always stay with their groups and serve as active leaders in building the library experience.
- Chaperone and group name tags are encouraged.
- All chaperones and group visitors must adhere to all RCLS policies during their visit.
  - Inappropriate behavior by any person in the group will be brought to the attention of the individual(s) and the lead chaperone.
  - If inappropriate behavior continues the group may be asked to leave the library.

## **2.3 PARENTAL/CAREGIVER/GUARDIAN RESPONSIBILITIES**

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RCLS staff do not have the authority to supervise children in the library. Children under 11 must always be accompanied by a responsible caregiver at least 16 years or older. Minors between the ages of 11 and 17 may use the library independently but caregivers will still be responsible for the child's actions. Should the minor fail to adhere to the policies outlined by RCLS the library staff may reach out to the caregiver to review behavior or discuss future library use. It is the responsibility of the caregiver to monitor which services the child uses.

## **2.4 UNATTENDED MINOR OR VULNERABLE ADULT POLICY**

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No child under the age of 11 should ever be left alone in the library. In the event of an unattended minor or vulnerable adult, the RCLS staff will attempt to contact a primary caregiver. If a caregiver cannot be contacted the library will work with other county agencies including law enforcement as needed.

## **2.5 ANIMALS IN THE LIBRARY**

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RCLS recognizes that patrons with disabilities may require the use of a trained service animal. Only animals recognized by the ADA as service animals are allowed in RCLS libraries unless previously arranged and authorized by RCLS management.

Under the Americans with Disabilities Act (ADA), emotional support animals are not the same as service animals.

## **2.6 PHOTOGRAPHY AND FILMING**

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Casual photography or filming is permitted by RCLS for patrons, provided it does not interfere in any way with RCLS policy or operations or capture the likeness of any individuals without their permission.

Under no circumstances may anyone photograph or film another patron without the permission of the patron or their parent/guardian.

Under no circumstances may copyrighted material be photographed unless it is in the background of another picture.

Copyright is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of “original works of authorship.” Section 108(f)(1) of the copyright act gives libraries protection from copyright infringement when a library user uses unsupervised use of reproducing equipment” in the library, as long as the library displays a notice that the making of a copy may be subject to copyright law.

Commercial photography or recording is only allowed with RCLS management approval. Such approval will contain the conditions under which the photography or recording will take place and discuss the rights to ownership of the media.

## **2.7 LIBRARY STAFF PHOTOGRAPHY AND FILMING**

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RCLS staff occasionally photograph or film patrons and staff using library spaces or resources. Some of these photos will be utilized in marketing materials and social media. Attendance at RCLS programs, events, or spaces constitutes consent to be photographed or filmed for use in print, electronic marketing, and social media. To ensure the privacy of individuals the images will not be identified using full names without written approval. This policy extends to photographing and filming by library staff at Friend of the Library events and at any of RCLS outreach or public events.

Verbal and written consent is required when photographing one child or an identifiable group of children. Identifiable images used for RCLS promotional material and publications require written permission through the RCLS photo release form.

## **2.8 ROOM AND EQUIPMENT RENTALS AND USAGE**

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### **2.8.1 MEETING ROOM RENTAL**

RCLS meeting rooms are intended for use in support of library programs and services. The primary use of these rooms is for the library staff to present library programs. Library activities have first preference for meeting room use.

Booking of library meeting room space, including meeting rooms and study rooms, shall be the prerogative of the staff of the branch library facility in accordance with the guidelines and rules of the County of Riverside for the use of its public spaces. Commercial and personal use is allowed.

To receive a full reservation fee refund, cancellations need to be made at least one week in advance of the event. Users making cancellations within one week of the event will be charged a cancellation fee of 50%.

RCLS requires the following guidelines be adhered to while using meeting rooms:

- Advance reservations for use of the meeting rooms are made by designated staff.
- Reservations must be made by an official representative of the entity, age 18 or older, and able to sign a contract in the entity's name.
- All meetings must be completed and the room must be returned to its original condition and configuration 15 minutes before the library closes.
- Reservations must be made no more than 60 days or less than 2 working days in advance. Authorization to use a Community Room is not transferable.
- RCLS reserves the right to restrict usage of spaces to 2 times per month to a person or group if demand warrants.
- When the use of a County facility is by any group that provides "advice, assistance, sales or descriptions of financial alternatives," the groups must:
  - Provide proof of license such as State Bar license, Insurance license or Securities license.
  - Print a disclaimer on all fliers and advertising for the event that states, in 10 or 12 point type: "The Riverside County Library System is not sponsoring or endorsing this program or any goods or services offered."
- Meetings and programs may not disrupt the use of the library by others. Persons attending the meetings are subject to all library policies. Permission to use library meeting rooms may be withheld from groups that have failed to comply with meeting room policy and from any group that damages the room, floor, equipment, furniture, or cause for disturbance.
- Groups using any meeting room are responsible for needed set-up, clean-up, and advertising. The individual or group reserving the meeting room is responsible for any damage to or loss of library property beyond normal wear. If library property is either damaged or lost, the library director will obtain estimates for the repair of the damage or the cost of replacement of the lost property. The individual or group will be responsible to pay that amount to the library.
  - Signs or decorations may not be attached to walls or surfaces.
  - Meals may be brought into the meeting rooms.
  - Smoking is prohibited.

- Alcoholic beverages are permissible for special events. The serving of alcohol must be approved by the County of Riverside and the Alcohol Beverage Control Office at least thirty (30) days prior to the function date. Evidence of proper insurance is required prior to approval.
- Permission to use the rooms include ordinary use of furniture and sink, including chairs, tables, mini refrigerator, television monitors, sound system, projector screens. Groups may bring their own laptops.
- Adult supervision is required for any group of minors under 18 years of age.

### **2.8.2 STUDY ROOM USAGE**

Study Rooms are intended for informal individual or small group use and may be reserved by adults with valid library cards.

- Due to facility limitations, reservations must be made in person with staff on the day the room is needed.
- Study room users under the age of 14 must be accompanied by an adult.
- Users will be limited to one reservation per day with a maximum time limit of 2 hours.
- Crafting supplies, including but not limited to paint, glitter, liquid glues, glue guns, and aerosols are not permitted.
- Study rooms are not to be used for commercial purposes.
- Food and drinks are not allowed.
- Study room availability is first-come, first-served. Reservations take priority.
- Rooms are not soundproof; discussions should take place at a discreet conversational level.
- The room must be left in a clean and neat condition.
- Disconnecting cables or other library equipment is prohibited. Damaging or misusing any library equipment will result in the loss of room use.
- Fire code maximum occupancies must be observed.

### **2.8.3 EQUIPMENT USAGE**

Meeting Rooms and Study rooms may be equipped with equipment that may be used during reservations. Groups reserving these spaces are responsible for any damage that is done to library equipment during the reservation period. Malfunctions should immediately be reported to the library staff.

## **2.9 LIBRARY FEES**

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For the most updated rates and fees schedule please visit: <https://rivcoed.org/rcls>

## **2.10 RIVERSIDE COUNTY LIBRARY SYSTEM FOUNDATION (RCLSF)**

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The Riverside County Library System Foundation's (RCLSF) mission is to strengthen communities by supporting and enriching the resources, services, and programs and promote a greater awareness of our high-quality libraries valuable capabilities that will continue to be available for future generations.

Created in 2017 and incorporated as a nonprofit 501(c)3 in 2019, RCLSF seeks financial support for selected capital improvements, enhancements, services, and programs. As a philanthropic partner of the Riverside

County Library System, donated funds will help students succeed, promote lifelong learning, nurture literacy, grow library programs, build the collection, enhance library buildings, and create new opportunities to meet the changing needs throughout Riverside County.

More members of our community - individuals, corporations, and foundations alike - are investing in our libraries and the crucial services they provide to our community. Private support is the greatest endorsement of our belief that free and open access to information can change lives for the better and build a brighter future for our community.

Make a donation by check to the Riverside County Library System Foundation and send it to: Riverside County Library System Foundation, 3403 10<sup>th</sup> Street, Suite 400, Riverside, CA 92501, or call (951) 955-8916.

## **2.11 GIFTS AND DONATIONS**

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A gift for the RCLS collection may consist of (1) library material donations or (2) monetary donations to purchase materials, equipment or support various library activities, or (3) other material donations. All donations will be considered at the discretion of RCLS Administrator.

### **2.11.1 LIBRARY MATERIAL DONATIONS**

RCLS considers donations of books and/or other library materials, which meet the same selection guidelines used for purchased materials. Material donations may be accepted with the following understanding:

- RCLS does not appraise donations or provide evaluation of gifts for tax deductions or other purposes. However, upon request, RCLS will provide acknowledgement of material donations.
- Once the donation is accepted, RCLS retains the unconditional ownership of the gift and its disposition.
- RCLS reserves the right to decide the conditions of display and access to the materials.
- RCLS will not accept damaged material, magazines, condensed books, software, and textbooks.

### **2.11.2 MONETARY DONATIONS**

RCLS welcomes individuals and organizations to support its activities through gift funds donated to Riverside County Library System Foundation (RCLSF). Contributions will enable RCLSF to purchase materials, equipment, or support special programs within RCLS.

- RCLS encourages unrestricted monetary gifts to allow for the greatest flexibility in supporting RCLS.
- Donors can specify which library they would like their funds to support.
- Donors can recommend how they would like funds to be used, such as type of equipment, type of program or type of material and/or their area of subject interest.
- Recommendations for purchasing specific titles are discouraged and RCLS reserves the right to decline such monetary donations.
- All monetary donations will be acknowledged by RCLS.

- Gift plates, identification plaques or other appropriate recognition identifying the donor or person being honored may be displayed in items purchased from gift funds, upon request.

Any donation made directly to RCLS, or a specific library will be accepted and included in the gift funds for that library.

Monetary donations given to the Riverside County Library System Foundation will be provided with a receipt for tax purposes.

### **2.11.3 OTHER MATERIAL DONATIONS**

Other real or personal property donated to RCLS will be considered at the discretion of RCLS Administrator. All other conditions above apply to these gifts.



## SECTION 3: CIRCULATION

### 3.1 LIBRARY CARDS

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Any resident of California can obtain a Riverside County Library System card. Cards can be obtained at any Riverside County Library System location.

#### 3.1.1 APPLYING FOR A LIBRARY CARD

Any person of any age may apply for a library card at any Riverside County Library location. A card is issued if the person has acceptable identification and there is no database record stating they currently possess a library card, except juveniles residing between multiple households. They may apply for separate cards for each household with credentials of respective caregivers.

Non-residents of California can obtain a library card for a \$10 annual fee.

#### 3.1.2 IDENTIFICATION REQUIRED FOR A LIBRARY CARD

- Juvenile (defined as a person under the age of 18)
- The address, I.D. and signature of the parent or guardian on the application constitutes identification.
  - Parents need not be present for juveniles to get library cards, provided that the form is signed by a parent.
  - Persons ages 16 & 17 may sign their own library card with proper identification.
- Adult (defined as a person age 18 or older)
- Photo I.D. and verification of address are to be presented before issuing a new library card. Adults identifying themselves as students must verify a second address in addition to and other than their school residence address. This address can be the parent's home address.
- Examples of address verification may include but are not limited to:
  - Utility bill received within the past 30 days
  - Rental agreement
  - Personalized checks
  - Personal mail (with canceled postmark) received within the past 30 days

Without identification listed above or two pieces of information to establish their name and mailing address, no library card will be issued; no library materials are to be checked out by the patron. PO Box or General Delivery is acceptable.

No library card is required to check out Braille Institute materials.

#### 3.1.3 LIBRARY CARD HOLDER RESPONSIBILITIES

- Sign personal library card upon issue
- Report lost, stolen or damaged library cards to avoid potential financial penalties
- Monitor use of card
- Present physical or e-card each time it is required
- Return materials in the same condition as when checked out

### **3.1.4 HOMEBOUND PATRONS**

Homebound patrons may send a friend or relative to pick up an application. Homebound patrons may choose a designee to check-out, deliver, and return library materials, and list the designee on the Limited Access Agreement portion of the library card application.

### **3.1.5 LIBRARY CARDS FOR INSTITUTIONS**

An institution, including a business or public/private agency, may be freely registered as a library user, and thereby be entitled to the same rights and privileges available to individual library users as long as the institution complies with all the rules pertaining to the use of RCLS and pays all charges incurred in the name of the institution. Institutions include home and private schools, hospitals, day care centers, group homes, or nursing homes. In order to be registered as an institutional user an authorized person within the business or agency, such as a principal, owner or director must send a letter on letterhead stationery stating that the institution will be responsible for all fees accumulated on the library card. There must be an individual named that RCLS can contact regarding usage of the card. All RCLS policies apply to institutions the same as they do to individual patrons.

Institution library cards expire one year after issuance with the opportunity to renew the card if it is in good standing. There will be one RCLS library card issued per group and although many people within the group may use the account/card, all responsibility lies with the group/business (i.e., the primary signor).

## **3.2 BORROWING LIMITS**

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### **3.2.1 BORROWING AND RENEWAL**

Most items can be checked out for 2 weeks and may be renewed up to four times, if eligible. Items will be automatically renewed, if eligible. Ineligible items could include holds from another patron or items from another jurisdiction. Some materials, such as DVD's, are not renewable.

### **3.2.2 DISPUTE RESOLUTION**

Fees and replacement charges are due and payable upon receipt of notice. When a borrower responds to a recall notice with the claim that the item has been returned, RCLS will thoroughly investigate. If findings indicate that an error was made on the part of RCLS, all charges for that item will be canceled.

### **3.2.3 OVERDUE NOTICES**

Patrons can choose to opt in to receive electronic correspondence for upcoming due items if eligible. RCLS will communicate via email and text 3 days prior to the due date and 7, 14, 21, and 30 days overdue, in order to maximize the chances of recovering all materials.

Patrons are responsible for returning library materials on or before the due date in the same condition in which they were checked out. Patrons may be charged for items that are missing parts or need to be repaired or replaced. Fees may be paid at the self-serve kiosk or in person with cash, card, or check with valid ID or online within the patron's account.

### 3.3 ORDERING AND RETRIEVING HOLD ITEMS

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#### 3.3.1 REQUESTING ITEMS ONLINE

You can place a hold on most items available in the RCLS catalog with an RCLS account and library card. When that item becomes available it will be sent to the library of your choice to pick up. You can visit <https://www.rivlib.net/> to check the status of your hold.

#### 3.3.2 REQUESTING ITEMS OVER THE PHONE

- Call your local branch for assistance
- Place hold over the phone
- Once you are notified you can go the branch selected and pick up hold items from designated area
- Call or visit your local branch to receive updates on status of hold

#### 3.3.3 REQUESTING ITEMS IN PERSON

- Get assistance from staff member
- Place hold
- Once you are notified you can go to the branch selected and pick up hold items from designated area
- Call or visit your local branch to receive updates on status of hold

### 3.4 INTERLIBRARY LOANS

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Interlibrary loan is a service available for a small fee (Library Fees, 2.9) that supports the mission of the library by providing enhanced access to library materials and information. This is a transaction in which RCLS borrows materials directly from another library outside of the Inland Library Network on behalf of a patron.

Patrons wanting to utilize this service should speak with RCLS staff.

## SECTION 4: COLLECTION MANAGEMENT

### 4.1 COLLECTION AND MATERIALS MANAGEMENT POLICY

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#### 4.1.1 CRITERIA FOR SELECTION OF MATERIALS

The Riverside County Library System has an inclusive approach to selection and affirms the public's right to choose and read with the freedom essential to a democracy. RCLS will adhere to the principles of the "Freedom to Read Statement" of the American Library Association (See 1.6). Each RCLS branch provides materials presenting various points of view. Material dealing with controversial views or subjects is judged based on the entire work and not on isolated passages or sections. Matters such as the race or nationality, or the political, social, or religious views of the author are not factors affecting the evaluation of material.

When selecting materials for inclusion in the collection, RCLS also considers the availability of materials and resources within individual branches. RCLS recognizes its obligation to provide general reference to fill the needs of patrons, however, it is not the purpose of any RCLS branch to function as a research library. To strengthen its services and resources, RCLS actively participates in resource sharing agreements with other libraries.

#### 4.1.2 PERSONS RESPONSIBLE FOR MATERIALS SELECTION DECISIONS

The RCLS County Librarian, or designee has ultimate responsibility of selection and maintenance of library materials, including recommendations and considerations for donated materials.

#### 4.1.3 PUBLIC COMMENT REGARDING THE RCLS COLLECTION

Patron comments and complaints about the RCLS collection are always welcome. These should be submitted in writing using the appropriate form. Requests to add or remove items from the collection will be forwarded to the RCLS County Librarian, or designee for review and response.

#### 4.1.4 WEEDING AND REMOVAL OF RCLS MATERIALS

An ongoing process of weeding of obsolete, unused, or damaged materials is essential to maintaining an authoritative collection that is responsive to the needs of Riverside County residents.

RCLS staff will offer items weeded from the collection to other RCLS libraries. If other libraries do not have a need for the items, the items will then be offered to authorized Friends of the Library (FOL) groups to be sold to the public, with revenues accruing to the FOL to benefit the RCLS branch they represent. RCLS staff may also offer weeded items to the following groups:

- Local governments and agencies, including cities and school districts
- State institutions
- Non-profit organizations

Weeded items not taken by other governmental or non-profit agencies will be discarded by RCLS staff with the approval of the RCLS County Librarian, Branch Manager, or designee.

## SECTION 5: COMPUTER AND INTERNET USE

### 5.1 COMPUTER AND PUBLIC WI-FI USE

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#### 5.1.1 GENERAL USE

- Use of computers is free to the public with a valid library card
- Computers may be used for up to 60 minutes up to twice a day
- Sessions may be consecutive if the computer has not been reserved for another patron
- Patrons may bring a mobile storage device, such as a USB flash drive to store their files
- RCLS is not responsible for damage or loss of data on storage devices that may occur with use of RCLS computers
- Patrons may not purposely alter, install, remove, or damage computer software or hardware
- Patrons who wish to hear audio content on RCLS computers must use personal headphones or earbuds
- Internet use will be managed in a manner consistent with RCLS's Internet Filtering Policy
- The internet workstation must be used in a responsible manner, respecting the rights of other users
- Computer and internet settings may not be changed
- Patrons may not use the network to make unauthorized entry into other computational, informational, or communication services or resources
- Users may not invade the privacy of others or engage in harassing or defamatory activity

#### 5.1.2 CHILDREN'S USE

- Computers in the children's area are reserved for use by children
- Juvenile library cards may only reserve Children's Computers

#### 5.1.3 PUBLIC WI-FI USE

RCLS provides Guest Wireless Internet access free of charge for patrons using their own devices. Staff are not responsible for troubleshooting connectivity issues on patron's personal devices.

### 5.2 PRINTING POLICY

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RCLS printer services may only be used for lawful purposes.

Self Service kiosks are available at all RCLS branches to allow patrons to print, copy or scan documents. Patrons may print or copy documents for a fee (Library Fees, 2.9). Scanned documents should be saved to the patron's personal media storage. RCLS is not responsible for damage to personal storage devices or any stored data on them that may arise from their use with RCLS property. Copying and printing from library computers entails documents being sent directly to a multifunctional device where patrons can finalize print jobs. Patrons are encouraged to use print previews as refunds for printed pages will not be given unless there was an error on the part of the printer.

Fax Machines may be available for a fee at some locations.

## 5.3 INTERNET FILTERING POLICY

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The Riverside County Library System (RCLS) endeavors to provide collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the diverse communities it serves. Within this context, the Riverside County Library System offers access to the internet for both staff and members of the public.

### 5.3.1 GENERAL POLICY

The internet is a global resource. Resources available on the internet supplement and complement the collection and resources available at RCLS facilities. RCLS does not monitor and has no control over the information available over the internet. The internet may contain material of a controversial nature. Users should note that not all internet sources provide accurate, complete, or current information.

It is against the RCLS policy to:

- Transmit inappropriate material via internet, electronic mail, or other forms of direct electronic communications
- Partake in unauthorized access and other unlawful online activity
- Partake in unauthorized online disclosure, use or dissemination of personal identification information regarding minors.

All RCLS property with internet access uses a technology protection measure to block, filter or otherwise protect against access to visual depictions that are obscene, child pornography or harmful to minors and to any other materials considered inappropriate for or harmful to minors.

Where it is available, public wireless internet access is also filtered, and all RCLS policies concerning legal, acceptable, and safe use of computers and the internet apply.

As is the case with any electronic media system provided by the County, RCLS users should not have an expectation of privacy when using any form of electronic media.

#### Supervising Computer Use by Children:

Access for all patrons will be filtered. Filtering software may not block all material users find offensive. Library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the internet. Parents and legal guardians are responsible for monitoring any and all internet use by minors. Consent given on the part of parents or legal guardians for a library card issued to minors constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all Library resources, including the public computers.

RCLS's use of filters is also in compliance with the Children's Internet Protection Act (CIPA) which was passed by Congress and signed into law by President Clinton in December 2000. This law requires that schools and libraries applying for e-rate discounts install filtering software that blocks access to visual depictions that are obscene, include child pornography, or include materials harmful to minors.

#### Internet Acceptable Use Rules for All Users

Use of library technology by each and every staff member, volunteer, or patron shall constitute that person's acknowledgment of and agreement to abide by this Internet Use and Safety Policy. Patrons are expected to adhere to all rules governing the use of the internet in libraries, including the duration and frequency of sessions. Patrons who violate library policy regarding the use of the internet or who behave

in a disruptive manner will be asked to either modify their use appropriately or have their internet usage access terminated. Patrons who are 18 years of age and over may, at their request, have the technology protection measure disabled during their use to enable access for bona fide research or other lawful purposes.

### **5.3.2 SOCIAL MEDIA GUIDELINES FOR PUBLIC**

Comments, posts, and messages are welcome on RCLS social networking applications. While RCLS recognizes and respects differences in opinion, RCLS reserves the right to monitor and review content and relevance.

RCLS does not collect, maintain, or otherwise use personal information stored on any third-party social networking application in any way other than to communicate with users on that site, unless granted permission by users for RCLS contact outside the site. The purpose for contact outside the third-party site may include program promotion, reference help, or other similar activities. Users may remove themselves at any time from RCLS social media applications' "friends" or "fan" lists. RCLS will honor all requests (where technically feasible) to remove users from RCLS social media applications. Users should be aware that third-party websites have their own usage and privacy policies and should proceed accordingly.

RCLS reserves the right to delete posts that are objectionable or offensive in nature, not relevant or off-topic, inaccurate, that contain copyright violations, and those that violate the terms of service of a social networking application. Users may be barred from posting any subsequent messages and/or be blocked or otherwise removed from RCLS social media networking applications. Blocked/banned users may also be reported to the host social networking or the local authorities.

By posting on RCLS social networking applications, the user grants RCLS permission to reproduce comments, posts, and messages in other public venues. For example, a response to a Library YouTube book review may be quoted in a newspaper or on a Libraries website.

RCLS assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking application and does not endorse or review content outside RCLS social networking sites. Participation in RCLS social networking applications implies agreement with applicable RCLS policies and the Terms of Service of each individual third-party service.

## SECTION 6: BUILDINGS AND FACILITIES

### 6.1 LIBRARY NAMING AND APPEARANCE

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RCLS facilities are to be named after the community they are in (i.e. town name) and the function they serve (i.e. library).

While the RCLS buildings are open for everyone, it is not acceptable to loiter, or obstruct sidewalks, stairways, hallways, or general access areas. Hallways and common areas are for people coming and going into the building. Loitering, blocking these areas, or having loud conversations or making noise that unreasonably interferes with the use or enjoyment of other patrons is prohibited.

It is the goal of RCLS to maintain a clean and welcoming space for its patrons, visitors, and staff. The appearance of library facilities is an important part of service delivery. A building that is clean and uncluttered is an inviting and safe place to use and to work. An inspection of the exterior and interior of the facility is to be conducted daily by the Director, Branch Manager, or other designee. If any portion of the facility is not set at an acceptable standard, please make a report at the front circulation desk.

All display areas should be neat and free of clutter. Display items in public forum areas must meet all display criteria to ensure a tidy space (See Gallery and Display Policy).

### 6.2 GALLERY AND DISPLAY INFORMATION

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#### 6.2.1 DISPLAY POLICY

RCLS locations offer public forums for purposes that enhance RCLS's mission. Displays are for information about civic, cultural, educational, and recreational programs of likely interest to local patrons. The displays may include forms such as:

- Promotion of interest in the use of books and other library resources
- Information about community affairs, organizations, services, and activities

Civic groups, service clubs, nonprofit organizations and governmental units promoting free or nominal charge events are typical sponsors of these events. All postings must be authorized by the branch manager.

No political candidate or proposition displays, commercial advertising, or private events, such as yard sales, and "services provided," are eligible for display.

The term "display" is used collectively to include both physical and digital handouts, flyers, posters, and exhibit items. RCLS does not advocate or endorse the viewpoints of displays in public spaces.

RCLS reserves the right to reject materials that are awkward to display or take up disproportionate space. Displays are only allowed in designated areas, speak with your local staff to determine where these areas are as they are typically specified to one area. Other areas, such as service desks, study tables, walls,



windows, doors, and shelving end panels are strictly reserved for the displays of RCLS. RCLS or County displays shall have priority of use of available space.

### **6.2.2 DISPLAY REQUIREMENTS**

- When available it is highly encouraged to give the library an electronic PDF version of displays
- Event materials may be placed no more than a month in advance of event date
- All items must identify the group or person responsible for distribution and provide a contact address or telephone number
- Displays may be discarded by RCLS staff after 30 days or the end of the event
- RCLS staff will relocate, rearrange, and remove materials as it chooses
- RCLS does not store any materials
- Active distribution, in which a person on site hands out materials, canvasses, solicits or petitions, is not allowed in the library
- Items to be posted/distributed must not be in violation of any federal, state, or local laws
- RCLS is not responsible for damage or theft of third-party displays

### **6.2.3 DISTRIBUTION OF RELIGIOUS AND POLITICAL MATERIAL**

RCLS will not distribute unsolicited literature of religious or political content. Pamphlets and current issues of religious periodicals may be accepted as gifts in order for information on the beliefs and teachings of a wide range of faiths and sects may be readily available to the public and be shelved in an area designated by RCLS personnel. Such gifts should not be displayed in commercial cases provided by donors.

Gifts of religious or political materials that are regarded as ephemeral may be shelved together in a magazine or pamphlet file labeled "Gifts." Only current issues of such materials will be retained.

## **6.3 LOANED EXHIBIT ITEMS**

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Oral or written requests must be made to the Branch Manager for approval. Requests will be processed on a first-come/first-served basis, with scheduling priority given to Riverside County organizations and exhibitors who have not previously presented an exhibit.

The exhibitor/lender will complete the RECEIPT FOR DISPLAY ITEMS LOANED TO THE LIBRARY. Individual items will be listed on the back of the receipt.

RCLS assumes no responsibility for materials, equipment or any other article left by the organization, group or individual in the library and will not be liable for loss, theft, or damage thereto.

The library manager, or librarian-in-charge, will sign and date the receipt, retaining a copy for the library and providing the original to the lender or exhibitor.

The exhibitor is responsible for the installation and dismantling of the exhibit as scheduled. If the library must dismantle an exhibit because it is not removed as scheduled, the library is not responsible for any damages.

Exhibitors using exhibit cases or exhibit space assume liability and shall be liable for any damage resulting from said usage, as assessed by RCLS.

When items are returned to their owner, on or before the agreed pickup date, the owner shall sign and date the original form, noting that all materials have been returned.

If items are not picked up at the agreed time, RCLS will attempt to contact the owner twice in writing within sixty (60) days. If the owner does not respond after 60 days, the items will become property of RCLS to dispose of as it sees fit. In doing so, RCLS will follow its established practices for disposal for surplus property.

#### **6.4 SAFETY INSPECTION**

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Safety for patrons, employees, and volunteers is of utmost priority to RCLS. The goal is to provide a safe, pleasant, and comfortable environment for all who visit any of the RCLS libraires. Inspections are conducted daily inside and outside of the facility. Please notify RCLS staff of any safety concerns or hazards on the premises.

## SECTION 7: EMERGENCY PREPAREDNESS

### 7.1 TYPES OF EMERGENCIES AND EMERGENCY PLANS

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#### 7.1.1 TYPES OF EMERGENCIES

- **NATURAL**
  - Earthquake
  - Fire
  - Wildfire
  - Structural fire
  - Flood
  - Heat Wave
  - Hurricane
  - Landslide
  - Storms
  - Tornado
  - Volcano (Salton Buttes)
- **TECHNOLOGICAL**
  - Chemical releases
  - Power outages
  - Natural gas leak/explosion
  - Nuclear explosion
- **OTHER**
  - Industrial accidents
  - Incidents of intentional mass violence
  - Infectious disease outbreak
  - Incidents of community unrest
  - Suspicious objects
  - Bomb Threat

#### 7.1.2 EMERGENCY PLANS

In the event of an emergency, follow these general guidelines to ensure the safety of yourself and those around you:

- Remain calm
- Find a safe space until danger has subsided
- Look for Emergency Exits
- Pull a fire alarm to evacuate building
- When it is safe to do so call 9-1-1
- Do not return to the building until it is declared safe
- Notify additional appropriate channels of emergency

## SECTION 8: EQUIPMENT

### 8.1 CHECKING OUT EQUIPMENT

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Some RCLS locations may have equipment that can be checked out. The types of equipment may include but is not limited to:

- Laptops
- Tablets
- Mobile Hot Spots

An RCLS library card is needed to check out equipment. Users and/or their parent or guardian assume responsibility for the equipment while it is in their care.

RCLS is not responsible for injuries or damages to personal property of individuals resulting from the use of this equipment.

Equipment must be returned with all accessories in the same condition it was checked out in. Cost to replace or repair the equipment will be charged to the patron. Malfunctions should immediately be reported to the library staff.

## SECTION 9: PROGRAMMING AND OUTREACH SERVICES

### 9.1 PROGRAMMING

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RCLS supports its mission of acknowledging the cultural diversity of our communities and providing educational opportunities through equal access to its programming. This policy is intended to cover library managed and library sponsored programs.

#### 9.1.1 TYPES OF PROGRAMS

- Children's Programs
- Teen Programs
- Adult Programs
- Summer Reading Program
- Literacy Programs

RCLS programming is a fundamental component of library services that supports:

- Continuing education and lifelong learning
- Instructional design tailored to diverse local communities
- Bilingual programming
- Introducing patrons and non-users to RCLS resources
- Expanding RCLS's role as a community resource

#### 9.1.2 PROGRAM CRITERIA

RCLS relies on the following criteria to determine the best use of resources, program topics, and speakers:

- Program quality
- Diversity and inclusion
- Community needs and interests
- Connection to local audience
- Relevance to RCLS collections, resources, or exhibits

RCLS partners with other community agencies and organizations as well as educational and cultural institutions to develop and present public programs. Professional performers and presenters may be hired for programs and will not be excluded from consideration because of their origin, background, sexuality, gender, religion, or ability.

Presentation of a program does not constitute the Library's endorsement of the content or views expressed by participants and it is not obligated to represent multiple and/or opposing viewpoints within any one program or series.

#### 9.1.3 PROGRAM PARTICIPATION

RCLS programs are open to the public. Registration may be required for planning purposes or when space is limited, but attendees will not be required to share their personal information to attend a program. RCLS will not deny access to programs if patrons have overdue fees.

Accessibility accommodations are incorporated in planning but any need that is not anticipated may be requested.

## **9.2 School Tours**

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Tours are offered at any time of the year. Our busiest months are February, March, and April; therefore, we suggest scheduling your tour between October and January. For groups larger than 70 students, we suggest requesting multiple days or different times.

All School Tour requests must be organized through the library location where you wish to take your tour. Requests will be processed in the order in which they are received.

Staff guided and self-guided tours are offered to students in grades K-12. Reservations for groups of 10+ students must be made in writing at least two weeks prior to your visit.

If you must cancel a tour, please notify the library in which your tour was expected to take place as soon as possible. Please include the name of the group and the date of scheduled visit.

There are no indoor eating facilities for school groups, but some libraries have outdoor picnic areas that are first come first served.

All school tours are subject to the group visit policies outlined in section 2.2.

## **9.3 Library Connect Vans**

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RCLS operates mobile library vans, called Library Connect, year-round throughout Riverside County. The Library Connect vans provide programs and services to patrons who do not reside near a Riverside County Library and to areas where the programs and services are not offered or available in the local Riverside County Library location. The schedule of each van can be found on the RCLS [website](#) and will change seasonally to accommodate school and community schedules. Upon request, the vans may be available to attend community events.

### **9.3.1 LIBRARY CONNECT SERVICES**

The Library Connect vans offer many services that include, but are not limited to:

- Learning Lounge – Just-in-Time literacy support services, such as resume, and job help
- Family Literacy Programs – Programs to develop literacy skills as a family, such as Raising a Reader and STEAM programs
- Adult One-on-One Sessions – One-on-one support to improve reading, writing, listening, speaking, and digital skills
- Adult Small Group Sessions – Support to improve reading, writing, listening, speaking, digital and job skills group
- Library Services – Book Check-Out/Check-Ins, holds pick-up/returns, and to get a library card
- Public Computers, Printers, and Wi-Fi

In addition to the code of conduct policy, the following rules will apply to all patrons during public stops:

- Patrons are not allowed inside of resource van

- Children 12 and under must be with an adult
- RCLS staff are not responsible for children during visits
- A valid library card must be used for check outs and use of the public computers and equipment
- Patrons will be asked to leave if rules are not followed

### **9.3.2 LIBRARY CONNECT SCHEDULE**

Please note that the times are approximate. Stops may occasionally be delayed or canceled due to weather, vehicle maintenance, or traffic conditions. Library Connect vans will be closed in observance of all County holidays.

Please check the RCLS website for current updates.

## SECTION 10: VOLUNTEER ORGANIZATIONS AND OPPORTUNITIES

### 10.1. FRIENDS OF THE LIBRARY

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Many RCLS locations have a Friends of the Library (FOL) nonprofit organizations on site that support their correlating library and comply with the terms set in their Facility Use Agreement.

Operations may include:

- Administration
- Volunteer activities
- Donation solicitations
- Fundraising
- Book sales

Friends of the Library supports the betterment of the RCLS branches and programs. All monies raised apart from administrative needs are used exclusively to support the RCLS equipment, resources, technology, programs, and services.

No entity may speak or act on behalf of any other; however, all pledge a spirit of cooperation in the pursuit of the best interest of RCLS.

All fundraising and events conducted by Friends of the Library within individual libraries shall be consistent with the needs and objectives of RCLS and shall be regularly reviewed and approved by RCLS. Such programs and events shall include book sales, soliciting charitable donations from local businesses, applying for grant funding, and conducting fundraisers.

Any events, services, fundraising activities, and associated business conducted by Friends of the Library by utilizing RCLS assets or other resources must be pre-approved by RCLS.

RCLS will have the final approval in accepting or declining any and all gifts made to the library.

RCLS will ensure that the Friends of the Library are aware of the goals and direction of RCLS, and openly communicate with Friends of the Library regarding County and Library decisions.

### 10.2 LIBRARY VOLUNTEERS

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RCLS encourages the collaboration of staff and volunteers to offer patrons the best service possible. Adults over the age of 18 are welcomed as volunteers. Adults volunteering in activities, assignments, or programs that are for children or teens are required to complete and provide the results of a Live Scan background check prior to starting a volunteer assignment. Youth under the age of 18 are also welcomed to volunteer. Please check with the branch to determine minimum age requirements.

RCLS does not accept volunteers for court-ordered community service.



### 10.2.1 VOLUNTEER GUIDELINES

Library volunteers enhance and enrich RCLS's programs and services. The following guidelines serve as clear communication for the roles and expectations of library volunteers:

- A library volunteer is defined as an individual who assists with regular work done at, or on behalf of the RCLS without promise, expectation, or receipt of compensation for work rendered.
- Both RCLS and the volunteer have the right to end the volunteer's association with RCLS at any given time.
- Upon direction of the Branch Manager, volunteers will have the opportunity to assist the staff with various tasks throughout the branch.
- All volunteers represent RCLS while involved in RCLS activities and dealing with the general public.
- All volunteers will be required to abide by the same policies that govern RCLS staff.
- Volunteers shall be recruited without regard to race, creed, color, origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.
- All volunteers are subject to screening and background checks.
- RCLS cannot guarantee volunteer placement upon applying.
- Volunteers are selected based on their qualifications in relation to the needs of the RCLS branch the volunteer has applied for. Volunteers are placed in positions best suited to their skills, interests, and availability.

Please visit your local library location to inquire about volunteer opportunities.

## SECTION 11: PUBLIC RECORDS REQUEST

### 11.1 DISCLOSURE OF PUBLIC RECORDS POLICY AND PROCEDURES

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#### 11.1.1 PURPOSE

The following document establishes policy and procedural guidelines for disclosure of Riverside County Library System public records in accordance with the provisions of the California Public Records Act (Government Code Section 7920, et seq.).

#### 11.1.2 POLICY

The Riverside County Library System honors its obligation under law to provide public access to public records while protecting individuals' rights to privacy.

It is the policy of the Riverside County Library System that public records are open to inspection at all times during the office hours of Riverside County Library System's Administrative Offices. It is also the policy of RCLS that, except for public records exempt from disclosure, a copy of reasonably described identifiable records shall be made available with minimal delay to the requesting party. An exact copy shall be provided, unless impracticable to do so.

#### 11.1.3 DEFINITIONS

##### PUBLIC RECORDS

Includes any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics. "Public records" in the custody of, or maintained by, the Governor's office means any writing prepared on or after January 6, 1975.

##### EXEMPT RECORDS

- Records that are privileged or required to be kept confidential by federal law
- Records that are privileged or required to be kept confidential by state law
- Library registration and circulation records, including but not limited to records that can be used to identify a library patron with specific library items or materials. This exemption does not apply to records of fines imposed on borrowers that do not identify a library patron with specific library items or materials.
- Records pertaining to pending litigation to which the library is a party
- The work product of any attorney representing the library
- Personnel, medical or similar files, the disclosure of which would constitute an unwarranted invasion of personal privacy
- Test questions, scoring keys and other examination data used in administering an examination for employment
- Scores of tests if the person is identified by name and has not consented to the release of his/her scores
- Computer programs, computer codes, computer filing systems, and other software that are owned by the library or entrusted to it
- Administrative or technical information that would jeopardize a security or recordkeeping system
- Records that are intra-agency or interagency advisory or deliberative material

- Records containing trade secrets, e.g., contracts, including products for which the vendor has specified in writing that information about the development of the item is to remain confidential
- Diaries, journals, or other personal notes
- The identify of a donor of a gift made to the library if:
  - the donor requires nondisclosure of his or her identity as a condition of making the gift; or
  - after a gift is made, the donor or member of the donor’s family requests nondisclosure

IN ADDITION, any record not expressly exempted by the Public Records Act is nonetheless exempt if the public interest served by not making the record public clearly outweighs the public interest served by disclosure of the record.

#### **11.1.4 PROCEDURES**

- All requests for copies of public records must be made in writing addressed to Library Administration. All requests must be made with sufficient clarity to reasonably describe an identifiable record. Requests not meeting these criteria may be returned. Library staff shall assist the requestor to make a focused and effective request.
- The Library Director (or his/her staff designee) shall determine if the record is exempt from disclosure.
- All records not exempt from public disclosure under the Public Records Act shall be made available for inspection by any person during Library Administration office hours. Whenever possible, records will be made available at the time of the request. Reasonable restrictions may be imposed upon general requests for voluminous classes of documents. Copies will be provided unless, 1) disclosure would infringe a copyright, 2) the records are exempt from disclosure, or 3) the volume of requested records would substantially impair Library Administration’s day-to-day operation. If at the time of the request, the duties of Library staff or the amount of material to be located or copied or other matters make immediate inspection or copying of the requested materials unreasonable, the Director, Administrative Services or his/her staff designee shall inform the requestor and make arrangements to have the inspection or copying performed at a later time.
- Examination of records shall be conducted in such location and under the supervision as the Director, Administrative Services or his/her staff designee deems reasonably appropriate to safeguard the records and maintain the efficient conduct of business.
- In accordance with Government Code Section 7922.535, the library shall, as soon as reasonably practicable, but within ten (10) days after receipt of the written request, notify the requestor of the determination of the request, and the reason thereof.
- No fees may be collected for requests for inspection only of public records. However, the public may request copies of public records and the library may charge a fee to cover the direct cost of reproduction. Such fees shall be set in the Library Fee Schedule (2.9).
- Any money collected for the costs of reproduction shall be recorded as a cash transaction and deposited as revenue.

#### **11.1.5 COSTS FOR REPRODUCTION**

A fee shall be charged for the cost of reproduction of any public record made upon request, at the rates established in the libraries found in section 2.9 unless a different charge or no charge is mandated by federal or state law.

The requestor of the public record shall make payment to the Library Director or staff designee, who shall

certify the amount paid on the form provided and return a duplicate thereof to the requestor. The Library Director (or staff designee) shall then provide to the person the copies requested.

**11.1.6 REFUSAL FOR DISCLOSURE/REVIEW**

In such case that the Library Director (or staff designee) determines that the requested record shall not be disclosed, the Library Director (or staff designee) shall state the reason for refusing disclosure to the requestor.

A requestor who is dissatisfied with the determination of the Library Director or staff designee may appeal the decision to the Library Director in writing within ten (10) days of the decision.

Within ten (10) days after receipt of an appeal, the Library Director shall consult the legal counsel as appropriate, and confirm or reverse the decision. The requestor shall receive in writing a copy of the Library Director's determination.

**11.1.7 REQUIREMENT FOR POSTING**

A copy of this policy shall be posted in a conspicuous location and made available upon request to any person, free of charge.