



**Bentonville
Public Library**

Library Policy Manual

405 S. Main Street
Bentonville, AR 72712
479-271-3192
bentonvillelibrary.org

2023



LIBRARY POLICY MANUAL

Approved by the Library Advisory Board March 1, 2023

Library Policies

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GENERAL POLICY

Approved by the Library Advisory Board June 7, 2023

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General Policy

Bentonville Public Library Policies

1. General Policy
2. Patron Responsibility and Customer Conduct
3. Registration and Circulation
4. Collection Development
5. Programs and Services
6. Internet and Computer Use
7. Meeting Room Policy
8. Emergency Preparedness

About the Library Policy

- A. The policy manual for the Bentonville Public Library (BPL) is prepared by the Library Director and professional Librarians. It is approved by the Library Advisory Board and City Administration.
- B. This policy has been reviewed and approved by the City's Legal Department.
- C. Policies will equally apply to staff and library patrons without regard to race, color, religion, sex, national origin, age, ability, genetic information or socio-economic status.
- D. Throughout the policy manual, library users will be referred to as patrons.

Purpose of the Policy Manual

- A. The purpose of the Bentonville Public Library's Policy Manual is to provide a general course of action for library staff to follow in maintaining daily operations and services as well as equipping staff for extraordinary circumstances.
- B. The policy communicates standard guidelines of expectations for patrons regarding library usage.
- C. Procedures are included in the policy appendices which guide daily operations, reflect current library trends, and communicate the Bentonville Public Library's approach to public service.
- D. The Library Director and designated staff incorporate policy and procedural reviews into new employee orientation, staff meetings, and in-service training to regularly communicate library procedures to all staff.

Policy Review

- A. All policies are reviewed periodically by library staff to ensure that they reflect the library's current role in serving our community's changing needs.
- B. The policy will be reviewed or revised and approved by the Library Advisory Board, as necessary.

Bentonville Public Library Information

Mission Statement

The mission of the Bentonville Public Library is to engage our community, encourage discovery, and promote literacy by offering lifelong learning opportunities.

Role of the Library

The Bentonville Public Library shall actively provide timely, accurate, and useful information; support individuals of all ages pursuing a program of independent learning; provide current, high-demand, high-interest materials, and information in a variety of formats for persons of all ages; serve as an access point for information and materials held by other libraries; and become a central focus point for community activities, meetings, and services.

Library Goal for Public Services

The Bentonville Public Library's goal for public services shall be to develop and implement, through continuous evaluation and adaptation, a program of library services that effectively meet the informational, educational, and recreational needs of residents of our community.

Public Service Values

Community
Diversity
Education
Intellectual Freedom

Library Staff Values

Excellent Customer Service
Friendliness
Respect
Teamwork

Measuring Success

Bentonville Public Library maintains statistics and other output measurements, such as feedback from library staff, patrons, and others, to determine the importance, success, and value of facilities, collections, programs, and services, as well as identify opportunities for development or improvement. The library shares statistics and reports with the city, our community, and the Arkansas State Library annually.

Administration of Library Business

Hours of Operation

- A. The Bentonville Public Library will be open a minimum of 60 hours each week. The Library Director, with the approval of the City Administration, will determine the days and daily hours of operation. The library's summer and winter hours are the same.
- B. The library will be closed on those holidays observed by the City of Bentonville and at other times deemed necessary by the Library Director for such things as building repairs and in-house training.
- C. The library will observe inclement weather and emergency closings as directed by the Mayor of Bentonville. Except in cases of emergency, a notice of closing will be posted in the library two weeks in advance and will be reported to the local news media.
- D. Regularly scheduled hours of operation will be established to best meet the needs of the community and may be evaluated by survey and/or public input.

Fees for Service

- A. The Bentonville Public Library is committed to serving the community by providing free and open access to information in a variety of formats.
- B. While the Library strives to meet expanding needs of our community, there are limits to what can be provided with budgeted funds.
- C. Special consideration is given to the community's investment in the library, and good stewardship of tax-payer funding is a high priority.
- D. Certain services will be provided on a cost-recovery basis. Cost-recovery fees are not considered revenue.
- E. Examples of cost-recovery fees may include but are not limited to, the following library services: replacement costs and processing fees for damaged or lost library materials, the administrative fee for collection agency involvement, photocopies, postage, interlibrary loan, and technology use. Special programs or services that require extensive staff involvement may also be subject to a cost-recovery fee.
- F. The library observes [A.C.A. § 13-2-507](#) regarding fees for special library services.

Fee and Fine Review

- A. Library Administration and the Bentonville Library Advisory Board review and approve fees and fines periodically.
- B. The library's fee and fine schedule is approved periodically through a city ordinance.
[Appendix A]
- C. Maximum thresholds for suspension of privileges or establishment of minimum costs for certain services are established by the library and approved by the Advisory Board.
- D. The Bentonville Public Library staff will use patrons' library records in the administration of their regular library duties. This includes efforts to collect overdue materials, fees, and fines, and to promote special library activities and services.

- E. These efforts are in compliance with [A.C.A. § 13-2-705](#).

Patron Use of Library Supplies

- A. The library supplies scratch paper recycled from the photocopier and other sources for notetaking but cannot provide other office or school supplies. Office supplies purchased with library budget funds are for use by library staff in the completion of their work.
- B. Because supplies are purchased with public tax funds, they cannot be given away.

Library Personnel

- A. The library adheres to the City of Bentonville's personnel policy manual regarding management, working relationships, standards of conduct, and compensation practices for City employees.
- B. The library may implement personnel procedures specific to the department's needs as necessary. Such procedures will not be less restrictive than, nor in opposition to, any City personnel policy.
- C. Library personnel are provided with new hire orientation, initial and ongoing work-related training, team meetings, and in-service workshops. Emphasis is placed on professionalism, public service, and standards in librarianship.
- D. In staff areas of the facility, the library maintains public display of required personnel and employment information, including, but not limited to: equal opportunity law, non-discrimination statement, family and medical leave (FMLA), safety messages, workers' compensation, Occupational Safety and Health Administration (OSHA) guidelines, Materials Safety Data Sheets (MSDS) chemical information, and other Federal, State, and City documentation.
- E. Professional development opportunities are valuable and important, especially for library administration. Library staff is highly encouraged to participate in conferences, workshops, courses, and other library-related training, whenever possible. Professional memberships and training expenses are incorporated into the library's annual budget.
- F. The Bentonville Public Library proudly supports staff in pursuit of graduate degrees in library science. Appropriate administrative procedures allow library staff to receive scholarship funds or grant awards from organizations, such as the Arkansas State Library's Scholarship Assistance program.

Security Cameras at the Library

- A. Several closed-circuit video cameras, recording non-audible motion video, are located throughout the library facility and on the property as a security measure for library patrons, staff, facility, and materials.
- B. Library visits and usage are protected under patrons' right to privacy but may be susceptible to certain provisions for the disclosure of library records, in compliance with [A.C.A. § 13-2-704](#).

- C. The recordings from these cameras are viewable by library staff, but are not continually monitored; therefore, the presence of video cameras should not be considered “security” during emergency situations.
- D. If illegal activity occurs in the library, or on library property, the footage from the cameras may be used as evidence and released to the police department, as required by law.
- E. General incidents documented by library staff may require keeping specific records of video footage, in paper and/or electronic format, with other supporting documentation as necessary. These records may remain on file for an undetermined period.
- F. The recorded footage is retained according to technical storage capacity.

Americans with Disabilities Act

- A. The Bentonville Public Library is a welcoming place for all in our community. As a public entity visited by many patrons of all ages, backgrounds, and abilities, the Americans with Disabilities Act (ADA) protocols are followed for everyone’s comfort, health, and safety.
- B. The ADA assures equal access to employment opportunities and access to all library facilities, activities, and programs.
- C. Every attempt will be made to accommodate the needs of patrons with disabilities and the library welcomes input from persons with disabilities about ways the library can more completely serve them.
- D. Questions about ADA compliance, complaints, or suggestions about the accessibility of library facilities, activities, and programs should be addressed to the Library Director.
- E. The City of Bentonville’s ADA Compliance Officer may address patron questions or concerns regarding compliance.
- F. In collaboration with the City of Bentonville’s ADA Compliance Officer, rules concerning service animals at the library are in effect. [Appendix B]

Property Maintenance and Operations

The City of Bentonville owns, maintains, and operates the library facility and grounds with a focus on stewardship of the property as an asset that provides a safe, clean, and welcoming environment for the public.

Affiliate organizations occupy certain spaces for specific purposes with terms as determined by legal documentation (i.e., Friends of the Library, Bentonville Library Foundation, Northwest Genealogical Society, and a private café vendor).

The City of Bentonville owns and maintains the Train Station property, leased for use by the Bentonville History Museum. The library is the liaison and property manager for the Train Station. Additionally, the Arkansas Department of Parks and Tourism holds a historic preservation easement on the building façade through the Arkansas Historic Preservation Program.

Solicitation

- A. No solicitation of funds for individuals, groups, or organizations, or sale of candies, cookies, or items for any cause is permitted in the library or on library property.
- B. The only exceptions are those activities that are authorized by and on behalf of the Bentonville Public Library, or on behalf of its affiliate organizations such as Friends of the Library, Bentonville Library Foundation, etc.
- C. Political campaigning is not allowed on library premises; this prohibition applies to the distribution of flyers or campaign material as well as in-person campaigning.

Liability Waiver and Consent Statement

Any person visiting the library, participating in activities, or using resources releases and discharges BPL from liability that may be suffered as a result. Consent and full release for video, films, or other media are also granted. [Appendix C]

Governance and Support Groups**City of Bentonville**

- A. City Council Ordinance 95-117 establishes the Bentonville Public Library as a municipal library, governed by the City of Bentonville municipal government. The Library Director reports to the Mayor of Bentonville and the City Council is the library's legislative body. [Appendix 1]
- B. The library is supported by the City of Bentonville tax revenues.
- C. The library pursues grants, sponsorships, volunteerism, and other contributions to support library initiatives. Some library grants or sponsorships may be applied through the Friends of the Bentonville Library or the Bentonville Library Foundation.
- D. The mission of Bentonville City government is to preserve, promote, and sustain an excellent quality of life within our city. In partnership with the community, we pledge to deliver municipal services in a professional, personal, and responsive manner.
- E. The library supports the City of Bentonville's vision and goals

Bentonville Public Library Advisory Board

- A. City Council Ordinances 97-57 and 2016-20 Library Advisory Board shall be composed of seven members, appointed by the mayor, and confirmed by City Council.
- B. The term for each member of the advisory board is five (5) years and shall be served without compensation. The Library Advisory Board meets monthly.
- C. A representative of the City Council also serves on the Library Advisory Board in an ex-officio capacity. As representatives of the local community, the Board members advise, and recommend to, the Library Director all aspects of library activities. [Appendix 2A and 2B]
- D. Other ex-officio members representing the Bentonville Library Foundation and the Friends of the Bentonville Library are also invited to serve on the Library Advisory Board.

- E. Meetings are open to the public with agendas and minutes posted to the City of Bentonville's website (January 2018 to current).
- F. The Library Advisory Board is granted final authority for certain Library Policy appeals from qualifying patrons.
- G. City Council Ordinance 2020-212 grants the Library Advisory Board with final consideration and approval of donor recognitions that are approved and presented by the Bentonville Library Foundation. [Appendix 4]

Bentonville Library Foundation

- A. The Bentonville Library Foundation is a 501(c)(3), non-profit organization formed in 2003 to raise funds for the construction of the new library facility at 405 S Main Street.
- B. City Council Resolution 8-25-20D recognizes and approves the Bentonville Library Foundation as the primary fundraising entity for the Bentonville Public Library. [Appendix 3]
- C. The Foundation is governed by a volunteer Board of Directors that meets regularly and employs staff to facilitate operations and achieve its mission.
- D. The Mission of the Bentonville Library Foundation is to engage our community to provide necessary and sustainable support for the Bentonville Public Library.

Friends of the Bentonville Public Library

- A. The Friends of the Bentonville Public Library is a non-profit organization reorganized in 2002 to support the library's collections, services, and programs.
- B. The Friends group elects officers and appoints a board of directors and committee chairs to run the organization and host activities such as book sales, etc.
- C. The Mission of the Friends of the Bentonville Public Library is to establish closer relationships between the Bentonville Public Library and the people it serves; to enhance Library services through financial support; and to build awareness of the library's resources, services, and needs.
- D. The Friends has a small used bookstore inside the library that is operated by Friends volunteers.

Community Partners

- A. The library actively seeks, develops, and promotes partnerships with other community organizations. These partnerships often benefit our library patrons through the enhanced development of programs and services.
- B. Collaborative sharing of resources provides more opportunities for our community.

Standards and Legislation

Library Users' Rights and Freedoms

- A. Intellectual freedom is the basis for our democratic system. We expect individuals to be self-governors. To do so responsibly, our citizenry must be well-informed. Libraries provide ideas and information, in a variety of formats, allowing people to inform themselves.
- B. Intellectual freedom encompasses the freedom to hold, receive, and disseminate ideas.
- C. The library exists, not to protect people from diversity, but to empower them to explore it in a positive and meaningful way.
- D. In support of libraries as a forum for information and ideas, the Bentonville Public Library has adopted the [Library Bill of Rights](#), [Code of Ethics](#), [Freedom to Read](#), and [Freedom to View](#) statements prepared by the American Library Association.
- E. Through collections, services, and programs that represent the diversity in our community, the library provides a welcoming and safe space for everyone.

Obscenity Codes

The library adheres to state law pertaining to minors' access to information, obscenity, and internet use as set forth in Arkansas Code.

- | | |
|--|--|
| 1. A.C.A. § 5-27-212 | Furnishing a harmful item to a minor [Reserved.] |
| 2. A.C.A. § 5-68-205 | Public display of obscenity |
| 3. A.C.A. § 5-68-302 | Definitions (of obscenity) |
| 4. A.C.A. § 5-68-308 | Regulation (of obscenity) |
| 5. A.C.A. § 5-68-405 | Possession, sale or distribution (of obscenity) |
| 6. A.C.A. § 5-68-501 | Definitions (of harmful to minors) |
| 7. Arkansas Act 372 | Amending Laws (of obscenity, etc.) |
| 8. Act 912 of 2001 | Internet Use Policy |
| 9. Act 1533 of 2001 | Internet filters |
| 10. Public Law 106-554 | Children's Internet Protection Act |

Copyright

- A. [U.S. Copyright Law \(title 17, U.S. Code\)](#) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials (including electronic mail, text, images, programs, or data) without the explicit permission of the copyright holder.
- B. U.S. Copyright Law pertains to, but is not limited to, the library's print collections (images and texts), audiovisual materials, electronic, and downloadable resources (databases and eBooks), as well as online content via the internet.
- C. Any responsibility for any consequences of copyright infringement lies with the patron; the library expressly disclaims any liability or responsibility resulting from such use.

- D. The library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

Confidentiality of Library Patron Records

- A. The Bentonville Public Library respects the patron's freedom to read, listen, view, and gain access to information and materials without public scrutiny.
- B. As members of the library profession, the library staff recognizes their ethical responsibilities to protect the privacy of the library's patrons and supports the patron's right to have their library records remain private.
- C. Minors' library records are made available to their responsible party (i.e., the parent or legal guardian) upon request as it pertains to fines, fees, and access to library resources, but remain private to all others.
- D. The library has endorsed the recommendations of the American Library Association's *Policy on Confidentiality of Library Records* and will follow [A.C.A. § 13-2-701](#) to [A.C.A. § 13-2-706](#) regarding the patron's right to privacy.

"Library records" include, but are not limited to:

1. Patron registration data circulation records
2. Overdue and reserved records
3. Notes added by library staff to borrower records
4. Participation in library-sponsored programs
5. Record library visits
6. Data containing information linking specific patrons to specific materials or services used

"Information requested, used, or obtained" includes, but is not limited to:

1. Circulation of library books or other materials
2. Computer database searches
3. Interlibrary loan transactions
4. Reference queries
5. Photocopies of library materials
6. Title reserve requests
7. Audiovisual materials, films, or recordings

Disclosure of Information

- A. [A.C.A. § 13-2-704](#) allows certain provisions for the disclosure of library records.
- B. The Library may disclose confidential library records to the patron and the parent or legal guardian of a patron who is younger than eighteen (18) years of age.

- C. Each patron has individual control over their borrower's card. Presentation of the card permits access to the patron's library records.
- D. The library may disclose personally identifiable information to any person with the informed, written consent of the patron.
- E. Information will be released to any person, agency, or organization, in response to a valid court order or subpoena, when properly presented to the Library Director.
- F. Computer usage is protected under patrons' right to privacy but may be susceptible to certain provisions for the disclosure of library records.

eCommerce Policies

The Bentonville Public Library's eCommerce and retail technologies, online platforms, and electronic communication protocols are subject to strict Payment Card Industry (PCI) compliance rules.

Confidentiality and Privacy Statement

Any personal information requested or gathered for eCommerce transactions will be used only for purposes necessary to conduct library business. It will not be traded, sold, or given to any other party, except as specifically allowed or required by law.

Public Records Subject to Disclosure

Under Arkansas law, information such as names, addresses, and email addresses may be considered public records. If patrons do not want information released in response to a public records request, they are encouraged to contact the library by phone or in writing.

Federal law and state statutes dictate information that is subject to disclosure; the library follows the direction of the City's legal department related to public disclosure or [Freedom of Information Act](#) (FOIA) requests.

**PATRON RESPONSIBILITY AND CONDUCT POLICY***Approved by the Library Advisory Board March 1, 2023*

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Patron Responsibility and Conduct

Staff Commitment to Patron Service

- A. The library exists to provide quality library service to the taxpayers who support the system and the patrons who utilize the library's facilities, collections, and services.
- B. Administration and staff are responsible for providing the best possible patron service in an open and inviting atmosphere.
- C. Patrons are encouraged to use library facilities and materials. Staff is available to assist patrons in finding, using, and borrowing materials in a courteous and helpful manner.

Public Service Desk Problems or Complaints

- A. All library patrons have a right to question library policies and their personal circulation records, as long as this is done in a reasonable manner. Foul or inappropriate language will not be tolerated.
- B. Staff members who interact with these patrons should carefully and courteously explain policies and take all necessary steps to ensure that patron circulation records are accurate.
- C. If the patron still has questions or objections, they should be referred to the Library Director. In the interest of patron service, library staff should attempt to resolve the problem in a timely manner.

Emergency Situations

- A. An emergency situation is defined as any situation in which a patron's actions present an imminent danger to the life or safety of said patron or to others in the library. Such incidents include assault or other crimes of violence, or the threat or attempt to commit such crimes.
- B. Any staff member who observes or receives notice of such behavior should call the police immediately and file a library incident report. Acts of violence may result in permanent suspension of library privileges.

Children's Use of the Library

- A. Our goal is to provide a safe, comfortable, and sharing environment, promoting a lifelong love of books for children and families. Bentonville Public Library's children's policies are important reading for parents, as they guide staff interactions and library procedures pertaining to youth at the library. Some policies directly relate to safety, while others outline general behavior expectations and etiquette. Parents should familiarize themselves with our computer access, youth collections, and responsible party policies.
- B. Children and teens using the library are expected to behave in accordance with the Code of Conduct and General Patron Behavior Prohibitions.
- C. Service to children is a major focus of the Bentonville Public Library's mission. As long as children act responsibly, they may use the library at any time it is open.

- D. While the safety and security of children are important to library staff, the library does not have a specific responsibility or ability to care for or to supervise children left unattended in its facilities.
- E. Children under the age of ten (10) years old should not be left unsupervised in any area of the library. Young children cannot be left in the Children's department while the parent or guardian uses other areas of the library.
- F. The age requirement policy will be enforced by Library staff.
- G. If a parent or guardian of a young child cannot be located, staff will call the Police Department to report an abandoned child.
- H. Parents are responsible for the behavior of their children; teachers are responsible for the conduct of their students while they are in the library for a class visit or tour. Library staff may remind children of appropriate library behavior, when necessary, but the ultimate responsibility lies with the parent/guardian.
- I. If an unattended youth behaves in a disruptive manner, the patron will be warned and, if the behavior continues, asked to leave the library.
- J. Children who have not been picked up at closing time will be given the opportunity to call a parent. Children who are not picked up within fifteen minutes after closing will be left in the care of the Bentonville Police Department. Under no circumstances will staff transport children in a vehicle or accompany them home. Staff should be alert to youths who may be waiting for transportation alone. If Library staff must remain late with a child while they are waiting for a guardian or for the police to arrive, two (2) staff members must remain at the library.
- K. The Children's Library, Tween Zone, and Teen Zone have designated spaces for use and enjoyment by young patrons. Adults who are unaccompanied by children or teens should use other areas in the library for reading or other use.
- L. The library does not allow loitering. Library personnel reserves the right to ask anyone loitering, or otherwise conducting themselves in a concerning manner, to leave the premises.
- M. Parents or legal guardians must assume responsibility for deciding what resources are appropriate for their children. There will be some resources that a parent may feel is inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's usage of library materials and Internet sessions.

Children's Library Etiquette

Parents should help children learn behavior that is appropriate to a public library setting.

1. Use inside voices
2. Use walking feet
3. Return books to re-shelving carts
4. Put away toys and puzzles after play
5. Encourage respectful use of materials, furnishings, and equipment

Children's Storytime Etiquette

In order to make Storytime a happy, learning time for all, we encourage parents to use this opportunity to teach their children listening and cooperative skills.

1. Arrive on time
2. Be attentive and participate in the programs
3. Put away toys, snacks, and drinks

Some restlessness in young children is expected, but if children wander or become a distraction, we ask that the parent please escort the child from the Storytime area until they are comfortable and ready to listen.

General Patron Behavior Prohibitions

- A. In keeping with the library's commitment to patron service, the following activities are deemed inappropriate and inconsiderate patron behavior. These activities are prohibited for all patrons, with consideration given to situations and age appropriateness.
- B. The library will consistently enforce the following patron behavior prohibitions. Violation may result in expulsion, prosecution, or suspension of privileges on a temporary or permanent basis. These prohibitions follow the library's "Code of Conduct" which is distributed to all new cardholders and is readily available as public information.
 1. Theft attempted theft or destruction of Library materials or property.
 2. Trespassing or loitering on Library property, during or after operating hours.
 3. Loud talking, laughter, or conversation. Loud talking is defined as speech that is clearly audible from ten (10) feet away by any other patron or staff member.
 4. Loitering in Library facilities without reading, studying, using - or visible intent to use - Library materials. Loitering behavior is defined by Arkansas Code.
 5. City Council Resolution 9-23-14C establishes Bentonville Public Library as a non-smoking and tobacco-free campus. Smoking or using tobacco products (including simulated tobacco products) in the building, on exterior porches, or on surrounding library grounds is prohibited. Examples of prohibited use at the library include, but are not limited to cigarettes, pipes, cigars, smokeless tobacco, e-cigarettes, or vapor devices. The library "campus" is defined as any location that may be considered a programmatic space, inside and outside the library. This includes, but is not limited to inside the facility, on the exterior porches, and surrounding grounds, such as the front lawn, brick courtyard, rain garden, other natural spaces, and areas that are highly visible from the library's programmatic areas. [Appendix 8]
 6. Use of, or being under the influence of, alcohol or other illegal substances.
 7. Having weapons in the library, or on Library property.
 8. Bringing beverages in open containers or food items into public service areas. Beverages with lids and small snack items are allowed inside the library. Exceptions regarding food beyond light snacks are subject to approval by the Library Director.

9. Littering inside the Library or on the grounds.
 10. Lack of shoes and/or appropriate attire by any persons.
 11. The uninvited introduction of any animals except service animals as defined by the Americans with Disabilities Act.
 12. The use of any personal appliances, viewing or listening devices, or personal computers, when the volume may be heard by any person over three (3) feet away.
 13. Mobile telephones and other personal devices should be switched to a non-audible signal and answered discreetly while in the library. Patrons may be asked to conclude phone calls or be directed to a more private area should the conversation become disruptive.
 14. Entry into any staff work areas not open to the public. Patrons are restricted to public use areas of the library.
 15. Skateboarding, rollerblading, bicycling, or transportation on any other wheeled conveyance inside the Library, outside where it could cause damage to the property, or anywhere it could pose safety issues for others. The sole exceptions shall be transportation by wheelchair or other disability assistance devices.
 16. Interference with the use of the library by other patrons, or with Library staff's performance of their duties. Such interference shall include behavior which, by sight, sound, or bodily gestures may be intrusive to other patrons' concentration and quiet enjoyment of facilities and materials.
 17. Entry into the Library under such conditions of bodily hygiene, as it impairs the clean and sanitary environment intended for patrons' quiet enjoyment of the facilities. Such a condition encroaches upon the ability of other patrons to enjoy the library facilities and will not be allowed.
 18. Entry into the Library with large, framed backpacks, bedrolls, blanket rolls, tents, or excessive baggage in size or quantity. Personal belongings must be always kept with patrons. Personal belongings must not take up excess space or impede access to services and materials. Unattended personal belongings will be collected, and every effort will be made to identify and contact the owner. If not claimed within a reasonable amount of time, items will be disposed of.
 19. Gambling in any form including but not limited to throwing dice, pitching pennies, playing poker, and games of chance.
- C. Violation of the above policies shall be caused to eject the offending patron. Severe violations may result in the denial of library privileges.
 - D. The Library Board staff have the right and responsibility to protect the safety of all patrons and materials and to maintain order on Library property. Occasionally it will be necessary for staff members to address patrons who create a disturbance or violate the rights of others. In such situations, Library personnel should be aware of applicable policies and procedures.
 - E. In all cases of theft, vandalism, disruptive behavior, illegal activities, or injury, an incident report shall be filed with the Director as soon after the incident as possible, but in no instance

more than one working day later. The police shall be contacted regarding illegal or emergency situations.

- F. Suspension periods may vary with the severity and repetition of the offense; the time is determined by the Library Director. This may range from the day(s), week(s), month(s), and year(s), up to the permanent suspension, depending on the violation. Decisions on the timeframe will be made based on established standards. The police or legal departments will be consulted when necessary.
- G. Suspension for acts or threats of violence to staff or patrons is given the highest priority and longest duration. In addition, legal consequences and prosecution may occur.
- H. Severe violations involving the use of weapons or violence may lead to the permanent suspension of Library privileges.
- I. Patrons suspended for a period of more than six months may be required to meet with the Library Director and a witness (i.e., librarian, police officer, or library advisory board member) before privileges are reinstated.

Inappropriate Use of the Library

- A. When a patron is using the Library or Library property for inappropriate purposes (e.g., sleeping, loitering, bathing, etc.) a staff member should approach the patron and courteously inform them to use the library for its intended purpose or they will be asked to leave.
- B. If the patron refuses to conform to their behavior or leave, the same procedure as disruptive behavior should be used.
- C. Patrons may face suspension of Library privileges.

Disruptive Behavior

- A. When a patron willfully and intentionally disturbs other patrons, a staff member should approach the patron and ask them to leave. If the patron refuses to leave the library, the police should be contacted. If at any time the patron becomes threatening or dangerous, the police shall be called immediately, and appropriate measures are taken to protect patrons and staff. An incident report will be filed with the Library Director.
- B. Library staff will request the patron to leave at the first incident. Privileges may be suspended incrementally ranging from one week for minor incidents, to more significant periods for repeat or more serious offenses, up to permanent suspension at the Library Director's discretion.

Harassment and Lewd Behavior

- A. Patrons and staff have the right to enjoy an environment free from harassment or lewd conduct. Anyone, including patrons, who harass staff or other patrons will be asked to leave the library and a report will be filed with the Library Director. Repeated acts of harassment or acts that may escalate into violent or illegal actions will be reported to the police department.

- B. Lewd acts or sexual misconduct is not tolerated in the library. Those who commit minor acts, such as teenagers who “make out” on Library property will be given a warning and then asked to leave.
- C. Serious acts and illegal acts involving minors will be reported to the police department. All serious acts will be reported to the Library Director and put on file.

Verbal Abuse of Staff

If a patron speaks to a staff member or other patron in an abusive or obscene manner, staff will request the patron to leave. If the patron continues to be abusive or obscene, the same procedures for disruptive behavior should be followed. Patrons may face suspension of Library privileges for verbal abuse of staff.

Vandalism, Theft, or Other Illegal Acts

- A. All Library materials must be properly checked out in accordance with established policy. Intentional concealment of any Library materials or any attempt to remove materials intentionally, by circumventing established checkout or security procedures, is a violation of policy.
- B. When a staff member observes or receives a report of a person attempting to maliciously destroy or deface Library materials or property, and it is determined that the patron has vandalized the property, the police should be called, and a Library incident report should be filed.
- C. When a staff member observes or receives a report of a patron allegedly committing an illegal act (e.g., indecent exposure, using or selling drugs, drinking), the police should be called, and a Library incident report filed.
- D. The patron may face suspension of Library privileges on a permanent or temporary basis and prosecution.
- E. Library staff will be guided by [A.C.A. § 13-2-801](#) to [A.C.A. § 13-2-806](#) when patrons attempt vandalism, theft, or other illegal acts.

Appeals for Suspension of Library Privileges and Property Restrictions

As outlined in Bentonville Public Library’s Policy Manual, the Library Director may suspend patrons’ privileges and issue property restrictions for violations of Library policies. In most cases, and whenever feasible, written notices are provided to patrons that summarize the suspension/restriction.

- A. If a patron desires further action, they may appeal in writing to the Library Advisory Board.
- B. The patron will be mailed a memo notifying them about the option to appeal.
- C. The patron’s request for appeal must be received by the library administration within thirty (30) calendar days of the appeal memo date.

- D. Prior to granting an appeal meeting to any patron, the Library Advisory Board will have an opportunity to review policy and any supporting materials to determine the scope of the hearing.
- E. Appeals to the Library Advisory Board will be handled in a timely manner. However, it must be recognized that time constraints or schedule conflicts may possibly delay the appeal meeting.
- F. The appeal will take place at a regularly scheduled board meeting, which may or may not be the next scheduled meeting.
- G. The Library Advisory Board will determine the location of the meeting.
- H. The patron will be notified when they may address the Library Advisory Board.
- I. The Library Advisory Board reserves the right to limit the length of the presentation and the number of speakers at the meeting.
- J. Administrative personnel for the City of Bentonville will be informed of the review meeting and may attend the appeal hearing as required by their responsibilities, i.e., legal, public safety, etc.
- K. The Library Advisory Board will determine whether the actions pertaining to the restriction have been handled in accordance with the stated policies and procedures of the Bentonville Public Library, with special consideration for public safety.
- L. In reviewing all relevant information, the Library Advisory Board may recommend one of the following actions, or reach another reasonable, appropriate decision:
 - 1. Full support for the Library Director's decision.
 - 2. Modification of the Library Director's decision.
- M. The Library Advisory Board's decision will be determined through a simple majority vote.
- N. In the event that a majority of voting board members cannot be reached, ex-officio members may be required to vote.
- O. The Library Advisory Board's decision concluding this appeal process is final and the patron will be notified of the decision via postal mail.
- P. If library services are reinstated, the patron is required to schedule a meeting, in advance, to discuss expectations of conduct.

Reasonable Detention and Questioning

- A. Library staff will be guided by [A.C.A. § 13-2-805](#) when reasonable detention and questioning are needed to determine whether an offense was committed.
- B. In the case of the suspected violation, a request should be made to search the person, any bags, briefcases, handbags, or other similar containers. Such persons may not, however, be interrogated or searched against their will.
- C. If the patron declines the search request, or becomes threatening or dangerous, the Police department should be notified immediately, and measures are taken to protect patrons and Library staff.

- D. If it is determined that reasonable cause exists to believe the patron intentionally committed the violation, the patron should be informed that they may face suspension of Library privileges and possible prosecution.
- E. Determining whether the circumstances warrant a Library suspension or legal prosecution is a judgmental matter and reasonable cause should be used.
- F. Reasonable cause is defined as a set of facts or apparent facts which are sufficiently strong in themselves to lead a reasonable and prudent person to believe that a crime has been, or is about to be, committed. Personal knowledge and observation are the strongest, but not sole, an indication of reasonable cause. Information received from another must be weighed in light of the other person's individual credibility.

**REGISTRATION AND CIRCULATION POLICY***Approved by the Library Advisory Board March 1, 2023*

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Registration and Circulation Policy

Resident

The Bentonville Public Library is supported by taxes paid by residents of the City of Bentonville. Library privileges are available at no charge to residents of Benton County, Bentonville City employees, educators in Bentonville schools, business owners, and those owning real property in the City of Bentonville.

Non-Resident

Non-residents include all patrons living outside, but adjacent to Benton County. A non-resident fee will be charged annually to all non-residents, which covers all members of the patron's household. The non-resident fee is determined by the library administration and approved by the Library Advisory Board and City Council.

Digital Access Library Cards

- A. Non-library cardholders are welcome to use Library resources on-site and online through a "digital access library card." Access includes computers, the internet, printing, databases, and downloadable. Checkout privileges of physical materials are not provided to digital access library cardholders.
- B. Patrons requesting a digital access library card are required to register and provide government-issued photo identification.
- C. Generic "Student Cards" issued to patrons under the age of 18 for temporary use of the Library's Family Friendly computer terminals.
- D. Digital access library cards are issued for 12 months, with the option for yearly renewal.
- E. If the patron lives locally, for example in Washington County or Missouri, they must obtain a non-resident Bentonville Public Library card.
- F. If deemed appropriate by Library administration, computer/internet access may be provided for one day and possibly subject to a cost-recovery fee.

Age Requirements

Library cards are available for children ages five years and older. A parent or legal guardian's signature is required for all library card applicants under the age of 18. By digitally signing the registration form at the time of application, parents/guardians acknowledge responsibility for the items borrowed, fees incurred, their children's selection of materials, and computer and internet usage.

Institutional Cards

- A. An institution includes facilities such as businesses, organizations, and educational institutions that meet the library's eligibility requirements.

Eligibility

- B. Cards will be issued to institutions within the City of Bentonville at the discretion of the Library Director. Cards will be always kept on file at the library and will be updated annually.

Letters of Application

- C. A senior supervisor of the institution must write a letter of application to the Library Director. The letter must be written on the institution's letterhead. A statement should be included indicating the institution's responsibility for paying fines, as well as those charges incurred for lost or damaged materials. A list of persons authorized to use the card must also be included.
- D. The institution must promptly notify the library if any persons are to be added or deleted from its list.

Reciprocal Cards

As Bentonville Public Library attempts to meet varied patrons' needs of the Northwest Arkansas community, the library may elect to enter reciprocal agreements with other local libraries. Reciprocal agreements expand the reach of community library services. Considerations for entering such agreements include balancing potential costs and impact on library services.

Corporate Cards

Bentonville Public Library offers Corporate Cards for individuals participating in an internship program with local businesses, organizations, and institutions.

Tech Card Program

- A. Bentonville Public Library provides digital content for students and teachers through our Tech Card program. The goal of the Library's Tech Card program is to give equal access to reputable online resources.
- B. Since 2014, the Tech Card program has expanded from Bentonville Public Schools to charter and private schools, non-profit agencies serving youth, and a select group of community college students.
- C. As part of the Tech Card program, the library features core databases provided through the Arkansas State Library's "Traveler" project and subscribes to supplementary products. Students, teachers, and school media specialists across Benton County have access to a variety of resources at a dedicated "Student Portal" on Bentonville Public Library's website.

Library Card Expiration

- A. Library cards are renewed annually. At renewal time, borrower information is verified, and fines and fees must be paid in total; the same card is used.
- B. Resident, non-resident, and institutional Library cards are valid for 12 months.
- C. Digital Access Library Cards are valid for 12 months and are eligible for renewal at the discretion of the Library Administration.
- D. Corporate cards are valid for 6 months and renewals are at the discretion of the Library Administration.

Identification and Proof of Residence

- A. Identification and specific documentation to verify residence are required to obtain a full-service library card.
- B. Identification can be established through a current driver's license, government-issued identification, military identification, travel visa or passport, or other valid picture identification.
- C. Additional forms of identification may be accepted and approved at the discretion of the Library Director if no valid picture identification is available.
- D. Some examples of specific documentation to verify residence include, but are not limited to utility bills, rental or lease agreements, or property tax receipts.

Denial of Library Card Application

- A. If at any time during the registration process, a library staff member has reason to believe erroneous information is being supplied, the patron's application will be verified before extending borrowing privileges.
- B. Library cards will not be issued to applicants unable to supply current identification and/or proof of residency, depending on the type of card.

Misuse of Library Privileges

Abuse of Library privileges can result in the library card being revoked or suspended. This includes, but is not limited to:

- 1. Persistent late returns resulting in the unavailability of items for other patrons.
- 2. Persistent return of materials in poor conditions resulting in unavailability of items for other patrons.
- 3. Multiple occurrences of fine waivers; or
- 4. Incidents of inappropriate internet use.

Use of Materials Policy

- A. The Bentonville Public Library provides equal access to information, for all people within the community, in a variety of formats. For more information about Library collections, refer to the Library's Collection Development Policy.
- B. Collection usage is protected under patrons' right to privacy but may be susceptible to certain provisions for the disclosure of library records according to [A.C.A. § 13-2-704](#).
- C. As the Library is funded by the citizens of Bentonville through local tax dollars, an ongoing effort is made to recover overdue materials and collect fines and replacement fees when necessary.
- D. Failure to return Library materials in proper condition, within overdue time periods, or to pay outstanding fines/fees, may result in legal penalties, civil remedies, or the use of an approved collection agency.
- E. Patrons owing the library outstanding fines/fees may be subject to an administrative cost-recovery fee if the account is submitted to a collection agency.

- F. Reserves, loan periods/limits, and renewals for special collections, interlibrary loans, and shared library collections may differ from these standard policies.
- G. Fines and fees are approved by the Library Advisory Board and City Council.

Circulating Materials

- A. Materials for checkout include, but are not limited to, fiction and non-fiction books, large-print, audiovisual items, and magazines.
- B. The library may also circulate various items such as technology, special kits, and other miscellaneous items.

Electronic and Downloadable Resources

- A. The library selects electronic resources to complement and supplement traditional print materials.
- B. A valid, unrestricted Library card is required to access the library's subscription-based online resources (databases), downloadable eBooks, audiobooks, music, and videos.

Holds/Reserves

- A. Holds may be placed on all circulating items. Patrons will be notified when reserved items become available.
- B. Library administration reserves the right to limit holds if deemed necessary by educational support, special circumstances, patron abuse of service, or other reasonable instances.

Checkout Periods and Limits

The library establishes regulations for the loan of materials including circulation processes, renewal processes, and fees for late returns.

Renewals

The library establishes regulations for the renewal of library materials. Unrestricted circulating items may be renewed. Restrictions may include reserved, recalled, or lost items.

Overdue Materials

- A. [A.C.A. § 5-36-115](#) makes it a violation of law to fail to return books or property of the Bentonville Public Library after having been placed on notice.
- B. Overdue materials may be subject to overdue fines charged per item, per day.
- C. Overdue notices/reminders are processed and sent to the patron via mail, telephone, email, and/or text messages.

Lost Items

- A. Library administration establishes regulations for lost Library materials.
- B. Library materials are classified as lost when they are not returned to the library within a designated time from the original due date.

- C. Patrons will be billed the replacement cost, processing fee, and overdue fine amount for each lost item.
- D. Additional cost recovery fees may apply if an account is submitted to the collection company employed through Bentonville Public Library.
- E. The processing fee for lost/damaged magazines, board books, and mass-market paperbacks is not charged.

Return of Lost and Paid for Items

- A. Refunds to patrons for “lost/paid for items” which were later found and returned to the library are at the discretion of the Library Director.
- B. Deciding factors include items replaced by the library; age and relevancy of items; condition of returned item; and the one-year closing date on refunds.
- C. Approved refund amounts are for replacement costs minus processing fees and overdue fines.

Damaged Items

- A. Patrons are responsible for the proper use and care of Library materials checked-out or used in-house.
- B. Damage or destruction of Library materials will result in processing fees and replacement costs for those items deemed beyond repair.
- C. Library staff will be guided by [A.C.A. § 13-2-506](#) when patrons damage Library materials.

eCommerce Payment Procedures

- A. The library will not charge a “transaction fee” to patrons for credit card transactions.
- B. A minimum threshold is established to offset vendor charges to the library and is included in the library’s fee and fine schedule.

Refund Policy

- A. Disputed fines and fees that are considered legitimate charges will not be refunded.
- B. Refunds for overpayments related to human or technical error will be issued to the patron’s credit card via a “credit” within 7 to 10 business days.
- C. Refunds for lost items that are returned to the library are subject to established policies.

Suspension of Borrowing and Computer Privileges

- A. Library privileges will be suspended for patrons when the total costs incurred reach an established balance that is approved by the Library Advisory Board (i.e., \$10 / card). This threshold is included in the library’s fee and fine schedule.
- B. Circumstances may warrant the suspension of Library privileges to all cardholders living at the same physical address. “Same address” suspensions are at the discretion of the Library Director.

- C. Deciding factors include improper use of Library cards, irresponsibility of “same address” patrons, parents, or legal guardians; or total costs incurred for “same address” cardholders have reached the established threshold.
- D. When total costs are brought down under the established threshold, Library privileges may be reinstated.
- E. The library offers opportunities for patrons to make payment arrangements on a case-by-case basis.

Waiving Fines or Fees

- A. Circumstances may warrant the decision to waive a patron’s fine(s) or fee(s).
- B. The decision to waive is at the discretion of the Library Director or Librarians.
- C. Deciding factors may include but are not limited to staff or system error and uncontrollable acts of nature.

**COLLECTION DEVELOPMENT POLICY***Approved by the Library Advisory Board March 1, 2023*

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Collection Development Policy

Goal of Collection Development Policy

To maintain a well-balanced and broad collection of current and retrospective materials in various formats and levels of comprehension which will support the working, cultural, educational, and leisure time needs of those in our service area regardless of their age, social and physical condition, or level of intellectual achievement.

General Principles of Collection Development

- A. The library subscribes to the general principles embodied in the “Freedom to Read” and “Library Bill of Rights” statements prepared by the American Library Association. Copies of these statements are included with this policy.
- B. Because the Library recognizes its responsibility to the accepted principle of “intellectual freedom,” the widest possible variety of subjects and views are included in the collection.
- C. Selection is based on the merit of work in relation to the needs and interests of the community. Critical judgment is used to select those items best suited to fill these needs. Cost, space, usefulness, demand, and current holdings must be considered.
- D. The library encourages suggestions and comments about the collection. They are important in helping to decide what to acquire.
- E. In upholding the selection principles, it is accepted that while people have the right to reject for themselves material of which they do not approve, they do not have the right to restrict the freedom of others.

Collection Development Guidelines

- A. The responsibility for the selection of Library materials lies with the Librarians and Library Director acting in accordance with the policies established by the Library Advisory Board and City Administration.
- B. Collections are developed in response to the diverse informational, recreational, cultural, and educational needs of the community. Materials are included to meet demand, and for their potential to foster or create interest and to contribute to a balanced collection.
- C. Materials in areas of social and personal awareness, and of cultural and sociological concern, are chosen at all levels in fiction and non-fiction to represent varying points of view.
- D. Reviews in professional journals, such as *Library Journal*, *School Library Journal*, *Booklist*, and *Hornbook*, are given primary consideration. *The New York Times Best Seller* list, *Publisher’s Weekly*, *Book Page*, and other popular periodicals are also utilized to select high-interest titles.
- E. In addition to firm orders for materials, the library maintains regular standing orders and subscriptions for “best sellers” and other materials, such as large print.
- F. Classics, popular titles, and best-selling authors are purchased in quantity to ensure availability. Multiple copies of such items are retained if demand persists.

- G. Materials and information resources are selected in appropriate formats to enhance accessibility. Library staff will evaluate new technologies and formats to determine their suitability, feasibility, and longevity for the library.
- H. Materials are acquired that represent varying points of view that are of historical worth, current interest, and future significance. The materials will reflect current conditions, trends, and controversies so that members of the community may inform themselves and make individual judgments.
- I. Materials collected will support the interests of the local community rather than scholarly research.
- J. Beliefs, philosophies, or viewpoints are not promoted, nor is the selection of any given item equivalent to an endorsement of the views expressed therein. Materials will be provided that represent a range of opinions on issues.
- K. Selections will be made based on the merits of the work in relation to developing the collections and serving the interests of the members of the community. Reviews in professional journals or actual examination and evaluation of materials are helpful in judging the merit of the work.
- L. Regardless of an item's popularity, the library may choose not to select it, because its format is not durable enough to withstand reasonable Library use, or it would require excessive staff time to maintain.
- M. Selection will not contravene the provisions of the Federal, State, or Local Criminal Code regarding the distribution of illegal material.

Development of Specific Materials

Non-Fiction

- A. Non-fiction selected for the permanent collection is chosen carefully for its usefulness, accuracy, level of complexity for the intended audience, cost, and contribution to a well-balanced collection in all subject areas.
- B. Materials for which there is heavy but temporary demand are selected with less emphasis on these requirements and are kept as part of the collection until the demonstrated interest has diminished.

Fiction

- A. The library attempts to provide a permanent collection of standard fiction by recognized authors. In addition, a wide-ranging selection of contemporary fiction is purchased in a variety of genres, including mystery, western, historical, science fiction, and romance titles.
- B. Library patrons' suggestions or book requests are typically purchased.

Paperbacks

A collection of mostly donated paperback books is cataloged and maintained. Paperback books are typically not purchased. However, to meet the demands of high-interest titles, or when hardbound books are not available, paperbacks may be purchased.

Magazines, Newspapers, and Microforms

- A. A general collection of magazines providing informational and recreational reading is maintained.
- B. First consideration in the selection and retention of magazines is the subject accessibility of their contents through indexes purchased by the library. Craft, hobby, consumer, and other specialized magazines that are not indexed are also acquired and backfiles are retained if they are not readily available from other sources.
- C. Because of space limitations, and the availability of electronic copies or photocopies from periodical banks, no titles are bound. Backfiles are limited by shelving space.
- D. Newspapers are selected to provide local, state, regional, and national coverage. To preserve and record local history, *The Benton County Daily Record* and the *Arkansas Democrat-Gazette* are retained on microfilm or electronic files.

Audiovisual Materials

- A. The library maintains a circulating collection of audiovisual materials (i.e., CDs and DVDs). In selecting these items, emphasis is placed on recreational, educational, and informational materials. Movie classics and foreign films are also acquired.
- B. Both MPAA (Motion Picture Association of America) rated and non-rated audio videos are acquired.
- C. Unabridged content is the preferred format for audio titles.

Reference and Information Collections

- A. A major function of the library is to provide the public with accurate, up-to-date, readily accessible information on a wide variety of topics. Encyclopedias, dictionaries, directories, indexes, and bibliographic tools are available in both print and digital forms.
- B. Reference materials are available for use inside the library.
- C. Backfiles of selected superseded works with reference values are maintained.
- D. The library does not attempt to acquire textbooks that support local curricula but may acquire textbooks for general use by the public.

Large Print

Books in large print format are purchased for visually impaired readers. Bestsellers and titles of proven popularity, in fiction and non-fiction, are added regularly.

Young Adult Materials

- A. The Young Adult division provides materials for 7th-12th grade youth and includes selected titles ranging in reading levels from the "reluctant reader" to the college-bound senior.
- B. Review sources, which specialize in materials for young adults, assist in the selection of fiction and non-fiction materials.

Children's Materials

- A. The Children's Department provides books and other materials for children from birth through approximately the 7th grade. Materials are selected to excite readers, fill

recreational and informational needs, and supplement school projects and assignments through the elementary and middle school years.

- B. High quality of writing and illustration is a primary consideration. General demand is also a factor since children as well as adults have various levels of ability, knowledge, and interest.
- C. Children's books are usually available in a variety of bindings: pre-bound, publisher's library edition, trade edition, paper, and hardbound paperback. Quality of binding, cost of the book, and projected use generally decide which is chosen.

Parental Supervision

It is the library's policy that parents or legal guardians are responsible for deciding what Library resources are appropriate for their children. Parents may feel some resources are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their child's usage of Library materials, online resources, and internet sessions. This policy applies to parents of children of all ages.

Special Collections

- A. The library may house "special collections" to meet community interests. For example, Business & Career, Literacy, Parenting, Local History & Genealogy, Local Authors, American Art, and Graphic Novels.
- B. Special collections may include the City of Bentonville or partner organizations' resources, housed, and circulated by the library.
- C. The library may also circulate various items such as technology hardware, special kits, and other miscellaneous items.
- D. Innovative technologies and mobile devices, such as laptops, eReaders, iPads, telescopes, and other items are available for use inside and checkouts outside the library. Library agreements and specific procedures have been established to protect and secure these investments.
- E. Loan periods, checkout limits, and fines/fees for special collections may differ from the library's standard circulation policies.
- F. Off-site collections are considered an extension of the library's services to the public. Such collections may consist of circulating materials housed in a partnering agency location or browsing or shared collections sponsored by the Friends of the Library.

Electronic and Downloadable Resources

- A. The library selects electronic resources (including, but not limited to: database subscriptions, downloadable eBooks, audiobooks, music, videos, and mobile apps) to complement and supplement traditional print materials. Rapid changes in both the extent and format of electronic resources require their continuous evaluation.
- B. The library uses the same criteria for the selection of electronic resources as it uses for print media. Criteria include professional reviews, the scope of the resource, accuracy, currency, intellectual level, relationship to the library's total collection, and indexing.
- C. A selected resource must present information in a comprehensible and easily used format that requires minimal training and explanation.

- D. The relationship of an electronic resource to any print counterpart will also be considered. Electronic resources will not necessarily replace print sources unless they either 1) render a print source obsolete, or 2) cost or demands permit the use of an electronic resource only.
- E. Preference will be given to resources that are compatible with the hardware and software already owned by the library. Licensing requirements and networking capability will also be considered. Ideally, access will not be limited to a particular workstation or to the physical confines of the library building.
- F. When feasible, the library will partner with other libraries to provide online resources and digital content.
- G. In those instances where the library shares a collection or resources with other libraries, Bentonville Public Library's circulation policies and collection development policies, including reconsideration, may not be valid.
- H. Copyright privileges, publisher limitations, and loan rules may dictate the purchase of downloadable texts.

Genealogy Resources

- A. Genealogy materials in whatever format available which contribute information about population growth and relocation of individuals to Bentonville and Benton County history are purchased whenever possible, with less regard for the quality of presentation than for those materials in the general collection.
- B. City Council Resolution 4-12-06A acknowledges the gift of books and documents from the Northwest Arkansas Genealogical Society to the Bentonville Public Library. Items of the said gifted collection is stamped as follows: "Property of the Northwest Arkansas Genealogical Society". Should the Library wish to discard or remove said gifted items, the first right of refusal is granted to the Northwest Arkansas Genealogical Society. [Appendix 6]
- C. City Council Resolution 1-22-08C acknowledges the gift of cemetery documents from the Benton County Cemetery Preservation Group to the Bentonville Public Library. Should the Library wish to discard or remove said gifted items, the first right of refusal is granted to the Benton County Cemetery Preservation Group. [Appendix 7]

Local History

- A. Materials in whatever format available that contribute information about Bentonville and Benton County history are purchased whenever possible, with less regard for the quality of presentation than for those materials in the general collection.
- B. Specialized genealogical materials and old U.S. Census materials are purchased as part of the Genealogy collection.

Local Authors

- A. The library supports local authorship.
- B. However, the Library is not obligated to purchase or accept donations from local authors for the library collection.
- C. These resources may be cataloged if they meet standard criteria in the library's collection development policies. Special consideration is given to edited texts.

- D. If local authors' materials are not cataloged, they may be sold by the Friends of the Bentonville Library.

Labeling Systems

- A. In the spirit of upholding principles of the Library Bill of Rights and Freedom to Read Statements Endorsed by the American Library Association, the Library's policy is to avoid labeling systems.
- B. The library only uses "viewpoint-neutral" labels for organizing resources by collections. For example, industry-standard categories such as author/title, shelf location, and call number.
- C. The library does not affix labels that promote or warn about a material's content in any collections, such as film MPAA ratings, subject matter, or genres (i.e., romance/westerns).
- D. In many cases, particularly subject matter, this practice can be interpreted as imposing judgments or prejudices on the material in question.
- E. Patrons should rely on the library's catalog and our Novelist service for subject headings and book reviews. Other sources such as rottentomatoes.com are good options for learning about videos. These tools provide more detail that may help patrons make decisions about a material's content.

Collection Maintenance and Deselection

- A. The library recognizes the need to continuously evaluate its collection in response to the changing nature and needs of the community.
- B. Deselection of Library materials is an integral component of the collection development guidelines of the Bentonville Public Library. A vigorous and continuous deselection program is essential in maintaining a viable and useful collection. The following categories of materials should be considered for deselection:
 - 1. Items damaged, worn, in poor physical condition, or mutilated.
 - 2. Content outdated or no longer accurate.
 - 3. Materials no longer of interest or demand.
 - 4. Superseded editions of specific titles.

Retention Considerations

The retention of Library materials is influenced by a variety of factors which include:

- 1. Needs and interests of the library's community of patrons
- 2. Considered core or standard materials for public libraries
- 3. Circulation statistics
- 4. Special collections
- 5. Writings by local authors
- 6. Materials with local history or regional settings
- 7. Possible future usefulness of a particular item
- 8. Suitability of format
- 9. Availability of shelf space
- 10. Budgetary considerations

11. Material is part of a set or series
12. Validity of its contents
13. Physical condition of the item
14. Item available online

Disposal of Library Materials

City Council Resolution 11-12-02A stipulates that Library material withdrawn from the collection will be disposed of in accordance with local law, which permits discarding into the trash, selling, recycling of paper, given to other libraries or non-profit institutions, or transferred to the “Friends of the Library” for sale. [Appendix 5]

Gifts

- A. The library welcomes gifts of books and other Library materials or money to buy such materials but reserves the right to use and dispose of gift materials as seems appropriate for current needs.
- B. The library will acknowledge receipt of donated items. Although gifts to the library are considered tax-deductible, the library is unable to set a fair market or appraisal value on materials.
- C. Monetary gifts and donated items will be added to the collection in accordance with the “Collection Development” policy. Donated items not included in the collection may be exchanged with or given to other libraries and non-profit institutions, sold at library book sales with proceeds used to buy new library materials, or discarded. The library reserves the right to decide when a gift added to the collection must be withdrawn.
- D. If requested by the donor, donations given as special gifts or as memorials shall carry a special gift plate identifying the donor and/or the person in whose memory the gift is made. The library is however, under no obligation to replace these gifts if they are lost, damaged, or worn or to keep them after they have become obsolete or of no further value to the library.
- E. Acceptance of donations of equipment, real estate, stock, artifacts, works of art, collections, etc. will be determined by the appropriate administrative body, which may be the Library Director, City Administration, Library Advisory Board, and/or the Library Foundation.
- F. Acceptance of donations will be based on the suitability to the purposes and needs of the library, laws and regulations that govern the ownership of the gift, and the library’s ability to cover insurance and maintenance costs associated with the donation.

Objection to Library Materials

- A. The choice of Library materials by Library patrons is an individual matter. While an individual may reject materials for themselves, they cannot exercise censorship to restrict access to the materials by others.
- B. Recognizing that a diversity of materials may result in some requests for reconsideration, reconsideration policies have been developed to assure that objections or complaints are handled in an attentive and consistent manner.

- C. Once an item has been approved for purchase, based on the selection policy and the criteria for selection, it will not be automatically removed upon request.

Reconsideration of Library Materials

- A. A Request for Reconsideration form must be completed, signed, and returned to the Library Director. Anonymous communications, rumors, or voiced concerns are not honored; action occurs only when the Library Director has received the completed, signed reconsideration form.
- B. The individual submitting the form must hold a current, valid Bentonville Public Library borrower's card.
- C. If the request for reconsideration meets these requirements, the Library Director will appoint an ad hoc committee to reconsider the item.
- D. The ad hoc committee will consist of professional Librarians, including the Librarian responsible for selection in that subject area.
- E. Requests for reconsideration will be handled in a timely manner. However, it must be recognized that each committee member will require adequate time to review the material in question, research pertinent information, and prepare a professional determination.
- F. The Library Director will notify members of the Library Advisory Board of the impending reconsideration at the next regular meeting.
- G. Items to be reconsidered are not removed from the collections during the review period.
- H. The committee will review and discuss the item in question and recommend one of four possible results:
 - 1. Leave the material in the collection as it is currently classified.
 - 2. Relocate or reclassify the material to a different collection.
 - 3. Purchase a different, suitable title on the subject matter (in lieu of the reconsidered title) if another suitable title is available for purchase; or
 - 4. Remove the material from the library's collection.
- I. Based on the committee's recommendations, the Library Director will decide the disposition of the material. The Library Director will communicate this decision, along with the reasons for it, in writing to the individual who initiated the request.
- J. An item may only be evaluated for reconsideration one time in a twelve-month period. A single patron may not challenge more than three items in a twelve-month period.

Appeal Process

- A. If the individual desires further action, they may appeal in writing to the Library Advisory Board, within 30 calendar days of issuance of the Library Director's written decision, requesting a hearing before the Library Advisory Board.
- B. If a hearing is granted, it will take place at a regularly scheduled Board meeting, which may or may not be the next scheduled meeting; the individual will be notified of when they may address the Library Advisory Board.

- C. Appeals to the Library Advisory Board will be handled in a timely manner. However, it must be recognized that time constraints or schedule conflicts may possibly delay the appeal meeting.
- D. The Library Advisory Board reserves the right to limit the length of the presentation and the number of speakers at the hearing.
- E. Prior to the meeting, the Library Advisory Board will have an opportunity to review the library policy, the completed reconsideration form, and other correspondence with the individual, supporting documents such as collection reviews or other relevant information, the ad hoc librarian committee's conclusion, and the Library Director's decision.
- F. The Library Advisory Board will determine whether the request for reconsideration has been handled in accordance with the stated policies and procedures of the Bentonville Public Library.
- G. In reviewing all applicable information, the Library Advisory Board may choose one of four possible results:
 - 1. Leave the material in the collection as it is currently classified.
 - 2. Relocate or reclassify the material to a different collection.
 - 3. Purchase a different, suitable title on the subject matter (in lieu of the reconsidered title) if another suitable title is available for purchase; or
 - 4. Remove the material from the library's collection.
- H. The Library Advisory Board's decision will be determined through a simple majority vote.
- I. If a majority of voting board members cannot be reached, ex-officio members may be required to vote.
- J. The Library Advisory Board's decision to conclude this appeal process is final.
- K. The patron will be notified of the decision via postal mail.



PROGRAMS AND SERVICES POLICY

Approved by the Library Advisory Board March 1, 2023

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Programs and Services Policy

The modern public library is an interactive space where the community expects informational assistance, educational events, and recreational programs. The Bentonville Public Library strives to provide value-added professional programs and services to Library patrons of all ages, enriching their public library experience.

Value-added professional programs and services may be described as any program or service that adds value to patrons' lives. Simply defined, it is more than a "transaction," such as checking in or checking out materials for patrons. Value-added programs and services often require involved planning, funding, specialized training, and personal interactions between Library staff and patrons.

The Bentonville Public Library is committed to establishing and providing programs and services that promote lifelong learning, discovery, imagination, cultural diversity, and community awareness. Library programs and services should vary with the changing needs of our community.

Programs and information services are available to all Library patrons, regardless of race, sex, color, age, national origin, religion, Veteran status, or disability.

Programming at Bentonville Public Library

The goal of providing Library programs is to offer innovative cultural and educational opportunities for our community. These programs attract visitors to Bentonville Public Library and establish the library as a community gathering place.

Bentonville Public Library programs are coordinated by Library staff and may be planned and presented by Library staff. Programs may be planned or presented by other individuals or groups, in conjunction with Library staff. This may involve outsourcing professional services or cooperative efforts with other organizations.

Library programs should be free and open to the public, have educational merit, and be relevant to our community's needs. Library programs should complement other Library services by providing an opportunity to highlight collections and promote Library services.

Programming should not interfere with other Library services or operations and the library should have adequate staff to provide programs. Budgetary resources and grant support affect the library's ability to provide value-added programs. In rare instances, programs may involve a cost-recovery fee that is passed along to attendees; these fees are not considered a revenue source. The Library Advisory Board will approve special fees for special programs.

Due to inclement weather, library programming is canceled when Bentonville Public Schools are closed.

Programming for All Ages

- A. The library offers several programs for all ages throughout the year. Library programs are engaging opportunities to develop skills, discover ideas, and connect with others.
- B. Space constraints may limit how many patrons can participate in a program. In some instances, registration or ticketing systems may be required to fairly accommodate most attendees.
- C. Library programs are offered based on perceived need, staff resources, and public demand. Some examples of Library programs include, but are not limited to:
 - 1. Book discussion groups for adults, teenagers, and children foster open dialog, a sense of shared experiences, and literary appreciation for participants.
 - 2. Technology workshops/training for adults allow for technology awareness and evaluation of information resources.
 - 3. Homeschool programs, workforce development sessions, literacy programs, and standardized testing workshops inform participants about the library's reputable and valuable resources.
 - 4. Film screenings for adults and youth are offered as warranted by public demand. The MPAA ratings for the films are listed in Library marketing materials. While many film screenings are family-friendly, parents should determine the appropriateness of Library film events for their children.
 - 5. The library also offers many passive activities, drop-in sessions, and take-home kits for all ages throughout the year.

Youth Programming

- A. Youth programming is a standard service in public librarianship and is designed to help fulfill the informational, recreational, cultural, and educational needs of youth, their families, and those who work with them.
- B. Youth programming can strengthen developmentally appropriate literacy and life skills in the youth of our community.
- C. The Bentonville Public Library children's staff will maintain a regular schedule of Storytime programs for children, with scheduled programming breaks throughout the year.

Storytimes

- A. Bentonville Public Library provides dynamic, engaging, and interactive storytimes that develop and enhance children's early literacy skills such as phonological awareness, vocabulary, print motivation, letter knowledge, print awareness, and narrative skills.
- B. Stories, songs, and rhymes are selected around these approximate basic age group divisions:
 - 1. Babies (newborn – 18 months)
 - 2. Toddlers (18 months – years)
 - 3. Preschoolers (3 – 5 years)
 - 4. Families (all ages)

Tween Programming

- A. Bentonville Public Library offers free, fun, and educational programming for “tweens” in grades 4th – 7th all year long. For example, book groups, clubs, workshops, and other interesting programs are engaging opportunities to discover ideas and connect with friends.
- B. Tween Advisory Group: students in grades 4th – 7th are invited to apply for the Library’s Tween Advisory Council (TAG).
- C. Participants are selected year-round by an application and orientation process.
- D. Members of the group directly influence Library offerings and are well-prepared for BPL’s teen volunteer program. Additionally, members gain valuable skills and make new friends.

Teen Programming

- A. Bentonville Public Library offers free, fun, and educational programming for teenagers in grades 7th – 12th all year long. For example, book groups, clubs, workshops, and other interesting programs are engaging opportunities to discover ideas and connect with friends.
- B. Teen programs are designed to reflect current and popular trends in teen librarianship and are of interest to local teenagers.
- C. Teen Advisory Board: High School juniors and seniors are invited to apply for a position on the Library’s Teen Advisory Board (TAB).
- D. TAB’s mission is to suggest services, materials, and programs that Benton County teens need and to work with Library staff to provide these services.
- E. The Library’s TAB members are selected on an annual basis through an application and panel interview process.
- F. Members of the board directly influence what goes in the teen collection and help plan the library’s teen programs. Additionally, members gain leadership skills, volunteer service hours, and make new friends.

Adult Programming

Bentonville Public Library designs a variety of programming options for adults to enjoy. For example, book clubs, author visits, and art programs are designed for patrons ages 18 years and older.

Summer Reading Program

- A. The Bentonville Public Library summer reading program is an incentive-based program that encourages youth to read throughout their summer vacation.
- B. Usually following a nationally coordinated theme, the summer reading program encourages free voluntary reading and offers theme-related activities.
- C. Research indicates that summer reading programs help prevent summer learning loss and have several positive effects on student achievement:
 - 1. Increased scores on reading comprehension and vocabulary tests
 - 2. Improved literacy development
 - 3. Increased amount of time children spend with books
 - 4. Number of books read during summer has been consistently related to academic gains
 - 5. Enriched reading experiences through literacy-related activities
 - 6. Increased parental involvement in children’s reading activities.

Programs, activities, and incentives for adults are offered at BPL during the summer reading program as well.

Special Programs and Events

- A. Author visits, dance productions, puppet shows, learning forums, cultural celebrations, community festivals, etc. may be offered at Bentonville Public Library throughout the year.
- B. These special programs for youth, adults, or families are designed to meet community recreational and educational needs.
- C. Special events are frequently well-attended programs and often bring in new Library patrons and confirm the public's demand for value-added services.
- D. Budgetary constraints may affect the library's ability to provide special programs.

Outreach Activities

- A. Bentonville Public Library staff visit schools, community groups, or organizations to provide information about the library's goals, mission, services, and needs.
- B. Library staff attend city events, local festivals, or expos to make presentations, share storytimes, lead book clubs, and provide other Library services that broaden BPL's reach in the community.

Public Relations and Marketing

- A. Bentonville Public Library programs, services, and policies should be communicated in a professional and appropriate manner.
- B. Media press releases are prepared and distributed according to the City of Bentonville's established distribution methods.
- C. Release of marketing information should come from designated staff which typically is the Library Director, the Librarian(s) associated with the program or service, or the marketing specialist.
- D. When the Library plans cooperative programs with another organization, the Bentonville Public Library reserves the right to review all information releases prior to distribution. While the other organization may be communicating pertinent information about a specific cooperative program with the library, that organization is not considered a spokesperson for the Bentonville Public Library.
- E. Unsolicited media requests should be directed to the Library Director. Depending on the nature of the request, the Library Director may refer specific inquiries to City administrative staff, including the mayor, for review and direction.
- F. Brochures, newsletters, postcards, and bookmarks promoting the Bentonville Public Library should reflect established formats, branding, and themes.
- G. Design and reproduction of materials may be produced by Library staff or professionally outsourced, depending on budgetary or grant support.
- H. Promotional materials should be prominently displayed in the library and may be strategically distributed via grass-roots marketing efforts throughout the community or circulated to target audiences.
- I. Marketing information may also be communicated via e-mail, the library's website, social media, or other mass-communicative efforts.

Library Services at Bentonville Public Library

The goal of value-added services such as reference assistance, reader's advisory, and technical assistance is to assist Library patrons of all ages with their information needs. Such services fulfill the Bentonville Public Library's mission by providing patrons access to the library's diverse cultural, intellectual, and informational resources in a personal and professional manner.

Value-added services at Bentonville Public Library should be free, highly accessible, and relevant to our community's needs. Budgetary constraints may affect the library's ability to provide value-added services. In rare instances, services may involve a cost-recovery fee that is passed along to the patron; these fees are not viewed as a revenue source. An example of cost-recovery fees for service is Proctoring Exams.

Information and Reference Services

- A. Bentonville Public Library staff will provide Library patrons with accurate, current, and unbiased information in a timely and courteous manner.
- B. Priority will be given to Library patrons at the service desks, with telephone, postal mail, and electronic communications serving as other means to communicate with Library patrons.
- C. Depending on the nature of the information request, Library patrons will be directly interacting with children's staff or adult reference staff. Library staff will exercise discretion and tact, as well as privacy protection, in fulfilling all information requests.
- D. Library staff should not offer advice to patrons, or interpretations of content, for any informational requests. They may provide instructional assistance for accessing information, but shall not provide involved assistance with medical, legal, or tax queries.
- E. Translations, proofreading, homework help, and mathematical calculations are not performed by Library staff.
- F. Directional assistance may be given to Library patrons by any Library employee during any interaction. This often involves pointing or leading patrons to specific signage or areas of the library. It may also entail answering specific operational or policy questions about the library such as hours of operation, loaning policies, the scope of services, etc.
- G. Reference queries should be directed to library service desk staff. These questions often involve known-item requests where a Library patron is asking for specific data, which is easily and quickly accessible.

Reader's Advisory

- A. Library staff should be informed of award-winning materials and classics, as well as current best-selling books.
- B. Further, Library staff should stay abreast of current trends in the publishing market, as well as a broad understanding of all literary genres to assist readers in finding appropriate educational or recreational reading.
- C. The library develops reading lists and guides to the collections for Library patrons.

General Reference and Research Questions

- A. General reference questions should be directed to library service desk staff.
- B. Library staff play an active and engaged role in leading Library patrons to the information they need. This includes leading patrons to the library collections for author, title, or subject requests.
- C. Or it may involve detailed, hands-on assistance and instruction using the library's collections and resources, as necessitated by the information query.

Genealogy Assistance

- A. Library reference staff may provide minimal instructional assistance regarding genealogy materials.
- B. Northwest Arkansas Genealogical Society volunteers are experienced and knowledgeable in this specific subject and provide Library patrons with involved research assistance.
- C. Volunteer hours of availability are posted in the genealogy center and on the library's website.

Technology Assistance and Training

- A. The Circulation and Adult Services staff is responsible for monitoring the public access computer environment. The youth services staff is responsible for monitoring youth iPad and computer(s).
- B. Library staff will provide Library patrons with instructional assistance for Library computers and equipment, as well as using the online Library catalog and Library databases.
- C. Minimal staff assistance is provided for patrons to troubleshoot their personal laptops, handheld devices, tablets, eBook readers, or other technologies. Library staff's technical advice is not guaranteed.
- D. In some instances, patrons may need to adjust security settings, permissions, or other technical features to allow for successful downloading or networking with the library's systems.
- E. The library and staff are not liable or responsible for the functionality or security of the patron's device.

Resources

- A. To successfully assist Library patrons with their information requests, Library staff will refer to the library's core print collections (including reference, fiction, or non-fiction collections) audiovisual materials, electronic databases, Internet resources, or individuals or groups, as necessitated by the request.
- B. Refer to Bentonville Public Library's Collection Development and Internet policies for more information on these resources.

Liability and Referrals

- A. While professional reference assistance is a high-quality standard, Bentonville Public Library does not guarantee the accuracy of the information provided and is not liable for patrons' use of the information provided.

- B. Every reasonable effort will be made to answer patrons' questions completely and accurately, but some queries may require referrals to specialized organizations or businesses.
- C. Any referral from Library staff should be considered for informational purposes only and does not constitute an endorsement of the referred organization or business.

Displays, Public Art, and Community Information

- A. Bentonville Public Library utilizes various displays to promote Library programs, services, and collections. These displays consist of open-access book displays or secured exhibitions in locking cabinets.
- B. Public art displayed at the Bentonville Public Library is considered part of the library's collection. Items may reflect cultural, historical, or aesthetic interests.
- C. Any item on public display at the Bentonville Public Library will not be removed arbitrarily. Patrons who have concerns about display items will be directed to the Library's Reconsideration of Materials policy to address those concerns.
- D. A community information bulletin board is located inside the Bentonville Public Library. Individuals, organizations, and businesses may post brochures, flyers, signage, business cards, etc.... that advertise or promote their business or charity. Illegal items may not be displayed. The library reserves the right to remove information placed in the library for display or distribution at any time; such removal may be based on space constraints or the date of the material.
- E. Display cases are for Library purposes only. Bentonville Public Library may elect to partner with governmental groups or community organizations to promote educational, cultural, recreational, or charitable activities by utilizing the library display space. Organizations partnering with the library must agree to set up and remove the exhibit based on Library specifications. Further, the Library is not responsible for the care, damage, or theft of display items. Exhibitions in the Library should not be used for solicitation or political campaigns.
- F. Materials on public display at the Bentonville Public Library are for informational purposes only and do not constitute an endorsement by the library.

Inter-Library Loan (ILL)

- A. Inter-Library Loan (ILL) services is a resource-sharing agreement among cooperating libraries that enhances the libraries' collections, allowing them to better meet patrons' needs.
- B. Bentonville Public Library has established Inter-Library Loan procedures that enable Library patrons to request to borrow materials from other libraries.
- C. Bentonville Public Library also loans its collection materials for ILL requests to other libraries.
- D. ILL requests and procedures are handled by the Circulation and Adult Services staff.
- E. ILL services may be subject to a cost-recovery fee that is passed along to patrons.
- F. Any associated costs such as overdue fines, damage, or replacement fees charged to Bentonville Public Library from the loaning library will be passed along to the borrower. A processing fee may also be added to the patron's account in these instances.

Examination Proctor

- A. Librarians, or designated staff, are available to provide proctoring services for educational exams or other professional development projects.
- B. Services are provided based on the library staff's schedule and may be subject to a general agreement form.
- C. Proctoring services may be subject to cost-recovery fees for copies, office supplies, postage, staff time, or technology use.

Homebound Delivery and Services for the Blind

- A. The Bentonville Public Library may provide limited homebound services to Library patrons who are unable to visit the library.
- B. Delivery and pick-up of materials to assisted-living communities or residences should be coordinated with local nursing homes and volunteer delivery services.
- C. The Bentonville Public Library participates with the Library of Congress's National Library Services for the Blind and Physically Handicapped program.
- D. This service provides special materials and services in cooperation with the Library of Congress to meet the needs of visually impaired and handicapped clients.
- E. The Bentonville Public Library collection includes audiobooks and books in Braille for visually impaired readers as appropriate to format usefulness, space, and use trends.

Consortium Agreements

- A. As Bentonville Public Library attempts to meet varied patrons' needs of the Northwest Arkansas community, the library may elect to enter consortium agreements with other local libraries or appropriate organizations in order to expand collections, programs, and/or services for Bentonville Public Library patrons.
- B. Considerations for entering such agreements should involve balancing potential costs and impact on Library services.

BPL at the Community Center

- A. A partnership with the Bentonville Parks & Recreation Department, allows the library to offer off-site services at the Bentonville Community Center.
- B. The "mini-branch" Library is an open-access, self-service Library that features a small collection of materials, convenient bookdrop, and technology access
- C. Requested items are made available for patron pickup using BPL's self-service remote locker system.
- D. Services such as Library card registration, storytime, special events, or other Library activities are incorporated, when feasible.
- E. Patron use patterns, changing technology, and operational efficiencies are addressed as necessary to improve the mini-branch model of service.

Outreach Collections

Just as BPL offers hard copy collections at the Community Center, other outreach collection opportunities may be offered to increase access to books in the community. Examples include

small library boxes installed in the city, targeted collections made available at local human service agencies, pop-up collections featured at special events, or other practical options.

Model of Service

Such collections are subject to the “leave a book or take a book” model as practiced in many shared community collections.

- A. Books are the intended primary focus and audiovisual materials are allowed.
- B. The library staff will use donated materials to stock the outreach collections.
- C. Materials for all ages on various subjects will be provided; efforts will be made to avoid placing highly mature content in outreach collections.
- D. BPL staff will assess the condition and appropriateness of the content on a regular basis (i.e., weekly schedule/rotation).
- E. If community members donate items, BPL reserves the right to use or dispose of such materials.
- F. Efforts to weed highly mature content will be made as staff regularly stock and review items.

Handling Complaints

- A. If BPL receives a complaint about any title in its outreach collections, the item will be reviewed by a Librarian for appropriateness.
- B. The following criteria will be considered:
 - 1. Did BPL staff add the item to the outreach collection?
 - a. A procedural note should identify the library’s selection.
 - 2. Did a community member add the item to the outreach collection?
 - 3. Is the item owned and circulated in BPL’s regular collection?
- C. If the item was added by Library staff and is owned and circulated in BPL’s regular collection, the complaint is subject to the Collection Development Policy. Requests for Reconsideration will be handled as normal.
- D. If the item was not added to the outreach collection by Library staff, it is subject to de-selection without following BPL’s policy and formal reconsideration process.

Regular Review

The following will be assessed to determine the success of BPL’s outreach collections (i.e., is it manageable for the library and embraced by the community?):

- 1. Library operational efficiencies
- 2. Patron use patterns
- 3. Ongoing availability of donated stock
- 4. Condition of materials as related to environmental conditions
- 5. Accessibility and subject matter for the outreach collections
- 6. Community partnerships and general program support
- 7. Other unknown or unforeseen situations.

Support Services

As outreach collections develop and prove to be manageable for the library and embraced by the community, select volunteers, or groups (i.e., Friends, Advisory Boards, and Altrusa) may be

a viable option for general maintenance of the resource. If volunteers adopt BPL outreach collections, the members will use donated stock approved by BPL. Volunteers will be trained to review content and conditions, working closely with Library staff.

Volunteer Services

Bentonville Public Library values our partnership with our volunteers. Our goal is to provide a positive environment for teamwork and engaged public service.

- A. From clerical tasks such as sorting, folding, and filing to public assistance duties such as assisting children with crafts or helping people with genealogy research, volunteers contribute to our community's high quality of library service.
- B. The library welcomes adults, teenagers, corporate groups, and parent/child teams. Additionally, the Library partners with Friends, Genealogy, Foundations, and other organizations for volunteerism opportunities to support Library programs and services.
- C. Bentonville Public Library does not accept court-ordered community service applicants.
- D. In addition to the policies, procedures, and agreements outlined in the Bentonville Library Volunteer Application, general guidelines support Library volunteer programs.
- E. These general guidelines include expectations regarding etiquette, attendance, confidential information, dress code, emergency procedures, logistical information, and other professional standards.
- F. Additionally, Library volunteers are expected to follow BPL patron's code of conduct and internet/computer policies.
- G. For safety reasons, and adhering to standard city practices, the library requires all individual adult volunteers, promoters, program presenters/participants, board members, and paid employees who may be in direct contact with any youth patrons using a city facility, such as the library, to pass a Level 2 background check on an annual basis.
- H. This includes all BPL volunteers 18+ years old, regardless of assigned library duties, and extends to Advisory Board members, Friends of the Library, Bentonville Library Foundation members, genealogy volunteers, work-study students, and other volunteers serving in a capacity for Library services.
- I. The library maintains standard operating procedures for volunteer background checks based on legal advice from the City and other departmental programs.
- J. The library contracts with a professional company to perform volunteer background checks.
- K. The requirement for a background check may be approved or waived at the discretion of the Library Director.

**INTERNET AND COMPUTER USE POLICY***Approved by the Library Advisory Board March 1, 2023*

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Internet and Computer Use Policy

Mission Statement for Internet/Computer Use

Internet/Computer access at the Bentonville Public Library is an extension of the library's commitment to meeting the community's information needs in an open and diversified format.

Access to Internet Resources

- A. Throughout its history the Bentonville Public Library has made information available in a variety of formats, from print to audiovisual materials. The library's computer system provides the opportunity to integrate electronic resources, from information networks around the world, with the library's other resources.
- B. The Internet, as an information resource, enables the library to provide information beyond the confines of its own collection. It allows access to global ideas, information, and commentary. Currently, however, it is an unregulated medium. As such, while it offers access to a wealth of material that is personally, professionally, and culturally enriching to individuals of all ages, it also enables access to some material that may be offensive, disturbing, or illegal.
- C. In introducing the Internet as an information resource, the Bentonville Public Library's goal is to enhance its existing collection in size and depth, and as a public access agency, give the opportunity to any patron who wishes to participate un navigated the Internet, both in the library and at home through remote services.
- D. Library staff will identify specific starting points for searches on the library's home page, which are appropriate to the library's mission and service roles. The library cannot control or monitor other material which may be accessible from Internet sources. It is not possible to apply the same selection criteria which are used for other materials.
- E. When feasible, the library will implement software and hardware control mechanisms to prohibit information whether Library has determined to be inconsistent with its Mission and service roles. Such controls will be implemented to the extent feasible given budgeting and programming limitations. The library cannot successfully control or monitor the vast amount of material accessible from computers and networks via the Internet. Individual patrons must accept responsibility for regulating content in the event the library is unable to determine its suitability.

Public Internet Stations: Conditions and Terms of Use in the Library

To ensure that the use of this medium is consistent with the Mission of the Bentonville Public Library the following regulations shall apply:

- A. Designated computer/internet stations will be located where they can be monitored by staff for assistance and security.
- B. Patrons will show identification and sign a Library Computer Use agreement prior to using computers. Patrons under 18 years of age will be required to use "Family Friendly" computers which have a greater level of filtering.

- C. While the Library will make every effort to ensure that the use of the internet is consistent with the Mission statement, parents are encouraged to work closely with their children in selecting material that is consistent with personal and family values and boundaries.
- D. The library will establish procedures that will make internet stations available on a first-come, first-served basis.
- E. The Bentonville Public Library staff shall develop rules, time limits, and procedures as necessary to ensure the fair and reasonable use of electronic resources. These procedures are shared with patrons through hard copy handouts, on the library's website, and when patrons sign in to use a computer. All patrons must abide by the conditions and terms of these guidelines.
- F. Failure to use the computers and internet stations appropriately and responsibly, as defined in the library's policies, may result in suspension and/or loss of Library privileges.

Public Internet Stations: Responsibilities of Patrons

Supervising children's use

- A. It is the library's policy that parents or legal guardians are responsible for deciding what library resources are appropriate for their children. Parents may feel some resources are inappropriate for their children. Parents should let their children know if there are materials that they do not want them to use. Parents should supervise their children's internet sessions.
- B. The library provides filtered internet access on public internet stations. Minors must use a "Family Friendly" computer.
- C. No filtering software can control access to all materials that an individual may deem inappropriate. Parents should instruct children in the Rules for Online Safety recommended by the National Center for Missing and Exploited Children.

Choosing and evaluating sources

- A. The internet is a global entity with a highly diverse user population and information content. Library patrons use it at their own risk.
- B. In choosing sources to link to our home page we follow generally accepted library practices. Beyond this, we do not monitor or control information accessible throughout the internet and do not accept responsibility for its content.
- C. As with printed information, not all sources on the internet provide accurate, complete, or current information. Patrons should evaluate internet sources just as they do printed publications, questioning the validity of the information provided.

Guidelines for Computer / Internet Use

The following rules were established to ensure equitable access to the library's electronic resources. According to the Library's Computer Use Policy, all patrons are required to comply with these guidelines. Failure to do so will result in suspension or loss of library privileges.

The Bentonville Public Library staff reserves the right to end a computer session if the activity is causing a disruption of library services or if the behavior of the patron becomes inappropriate for a library setting.

- A. Incidents of inappropriate use should be reported to the Librarian on duty. The Librarian will follow established procedures to address the situation.
- B. Public displays of obscenity are prohibited by Arkansas State Law and are a clear violation of the Library's Computer Use Policy.
- C. Patrons must possess a valid and non-restricted Bentonville Public Library card.
- D. Temporary residents/visitors may register for computer/internet access. Temporary registration is valid for twelve (12) months and requires the presentation of a valid government-issued photo identification.
- E. If deemed appropriate by library administration, computer/internet access may be provided for one day and possibly subject to a cost-recovery fee.
- F. When accessing the computers, patrons must agree to follow the Library's Computer Use Policy and Guidelines for Computer Use.
- G. For the comfort and safety of our youngest patrons, parents/guardians with small children should utilize library technology in the Children's Department.
- H. Patrons must use their own library card when logging into the computers; utilizing another person's library card will result in staff terminating that computer session and may lead to confiscation of the library card and a documented incident. Repeat offenders are subject to having their library privileges restricted.
- I. Library staff may take the discretionary role of requiring the physical presence of the user's Library card to use computers.
- J. To fairly share computer resources, and meet public demand, patrons are allowed a designated time limit or session per day.
- K. Library staff may have the discretionary ability to allow patrons an additional session or additional time on the computers. Additionally, staff reserves the right to limit such additional services during peak hours.
- L. Game playing and participation in online chat or chat rooms and social media are all viewed as low-priority computer use. The library reserves the right to limit these activities, if necessary, to address the high demand for public computers.
- M. Cost-recovery fees for printing charges are charged by the Library. The Library's Fee and Fine Schedule is approved through the city ordinance. [Appendix A]
- N. The library's computers are set up for use by one patron. In some cases, however, it may be important for two patrons to work together on a single computer. Because of limited space,

a maximum of two patrons may work together at any one computer. Staff reserves the right to limit any computer to use by only one patron.

- O. Headphones must be used with the volume at a comfortable level that will not disturb other library patrons.
- P. Patrons may not alter or attempt to alter software configurations, install, or download software or files to the computers.
- Q. Patrons are responsible for damage to computer equipment or software.
- U. Library computers and internet access may not be used for any fraudulent or unlawful purpose. Any illegal activity involving the library's resources or equipment will be subject to prosecution by appropriate authorities.
- V. Computer incidents documented by library staff may require keeping specific records in paper or electronic format, with other supporting documentation as necessary. These records may remain on file for an undetermined period.
- W. All computers will be turned off approximately 5-15 minutes before closing.
- X. Beverages with lids are allowed at the computer terminals.
- Y. Patrons should use cell phones in a discrete manner while using computers.
- Z. Patrons utilizing the library's free wireless network, via their own personal laptop or electronic device, must also abide by the Library's Computer Guidelines. Staff may provide minimal assistance with patrons' personal devices.

Computers for public use at Bentonville Public Library

- A. Family Friendly: [ages 5-17, Adult] Located in various locations throughout the library. The greater level of filtering protects children, and others, from possibly accessing inappropriate material.
- B. General Use: [ages 18+] Located in the main adult computer area of the library. Less filtering to allow for greater access to the broader range of material.
- C. Genealogy: [ages 18+] Located in the genealogy center, specifically for genealogy research. Less filtering to allow for greater access to the broader range of material.
- D. Additional innovative technologies and mobile devices, such as laptops, iPads, telescopes, and other items are available for use inside and checkouts outside the library. Technologies are available for various ages. In-library iPads are loaded with leveled educational apps and parental controls are turned on for devices in youth areas. Library agreements and specific procedures have been established to protect and secure these investments.
- E. Free wireless internet (WIFI) access is available throughout the library during regular business hours via patrons' own personal laptops or electronic devices. No time limit; minimal staff assistance. Although a library card is not required for WIFI service, internet, and computer policies regarding illegal and incidents of inappropriate use still apply to patrons' use of personal equipment when using the library's network.
- F. The City of Bentonville's Security Warning / Disclaimer applies to wireless access.
- G. Catalog terminals located throughout the library are for searching online library resources only. Accessing the internet is not allowed on catalog terminals.



LIBRARY MEETING ROOM POLICY

Approved by the Library Advisory Board March 1, 2023

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Library Meeting Room Policy

Overview

The purpose of the Bentonville Public Library meeting rooms is to provide space for library programs and events, to fulfill the library's role as a community center where the public can freely attend educational, cultural, or civic events, and to champion the principle of intellectual freedom by providing a forum for the exchange of ideas.

No person's right to attend a public meeting or program will be denied or abridged because of race, color, religion, sex, national origin, age, disability, or genetic information. No person's right to attend a public meeting or program of a non-profit organization will be denied or abridged because of membership or lack of membership in that organization or group.

It is the policy of the Bentonville Public Library to provide meeting room space to Benton County residents or property owners who possess a valid Bentonville Public Library card in good standing.

Library-sponsored programs and programs of the Bentonville Public Library's affiliated organizations are given priority in the reservation of meeting room space. Thereafter, requests are considered in the following order:

- A. City of Bentonville Departments.
- B. Community non-profit cultural or civic organizations providing free public programs; and
- C. All other uses, including organizations, groups, businesses, and for-profit entities.

Permission to use a library meeting room does not in any way constitute an endorsement or approval by the library of the beliefs, positions, or actions of anyone using the facility.

The use of the name, address, or telephone number of the Bentonville Public Library as the address or headquarters for any group or organization using the library for meeting purposes is prohibited. The publicity generated by a group or organization for a meeting or event in the library's meeting rooms may recite the library name, address, and appropriate room designation only.

Groups who publicly announce their meetings by purchasing advertising, widely distributing, or mailing information to the public must include the following disclaimer in their announcements:

"Use of the Bentonville Public Library meeting facilities does not constitute an endorsement of the beliefs, viewpoints, policies, or affiliations of the use by the Bentonville Public Library."

The Bentonville Public Library staff shall develop a list of available meeting rooms with occupancy limits, furnishings, amenities, and other significant details that may be shared with patrons through hard copy handouts, on the library's website and when patrons sign in to use a meeting room.

Procedure for booking a meeting room

- A. Any organization or group wishing to use a meeting room must complete the Online Meeting Room Request Form accessible via the library's website.
- B. The individual who submits the reservation is responsible for scheduling and supervising the activities of the group. This person must check in with library staff before the room is opened and at the conclusion of the meeting.

- C. The reservation is not confirmed until the requester receives approval from library administration or designated staff, and all fees have been paid or other arrangements made.
- D. A new application form must be completed for each request.
- E. Individuals booking rooms must be at least 18 years old and have a valid, non-temporary Bentonville Library card in good standing.
- F. Certain equipment may be made available to organizations using the library meeting room facilities. It is the responsibility of these groups to request the equipment at the time the room is scheduled.

Charges for use of meeting rooms

- A. All groups/individuals using library facilities are subject to the library's meeting room fee structure.
- B. The library reserves the right to charge a cleaning and reservation deposit and require liability insurance for use of its meeting rooms.
- C. Technology fees for library equipment or teleconference phone are applicable, when available.
- D. The library reserves the right to charge for personnel and technical support in using meeting room amenities. Library personnel is not available to assist groups unless a prior financial arrangement has been made to do so.

Requirements for use of a meeting room

- A. It is not the intent of the library to provide permanent or continuous meeting space. Standing reservations are limited to four meetings per quarter times and may be reviewed as necessary.
- B. Events of a strictly social nature such as receptions, parties, weddings, and showers are not permitted.
- C. Dance performances, rehearsals, and musical events are not permitted.
- D. Political campaigning or fundraising events are not allowed on Library premises.
- E. Library meeting rooms are not available for commercial purposes. Such commercial use includes but is not limited to bazaars, special benefit sales, and programs designed to advertise or promote the purchase of products or services.
- F. Only library-sponsored or co-sponsored meetings or programs may involve the sale of items, fundraising activities, or solicitation of donations.
- G. Organizations may not charge an admission fee. Fees for reimbursement of a meal or program materials are permissible if attendance is not dependent upon the payment of such fees.
- H. Unlawful, hazardous, or dangerous activities are prohibited in the library. No open flames of any kind are allowed; this includes, but is not limited to candles, pyrotechnics, lighters, and matches. Chafing dishes that meet catering standards may be used but must be always attended to. Plans for warm meals shall be approved by the meeting room manager during the reservation process.
- I. No signage/decorations may be affixed to walls, flooring, woodwork, ceiling, or furniture.
- J. No alcoholic beverages or tobacco or simulated tobacco products are permitted.
- K. Meetings must take place within the confines of the reserved room.
- L. Groups using the meeting rooms are responsible for providing their own supplies such as note paper, flip chart pads, pencils, etc. Only dry-erase markers provided by the library may be used on marker boards.
- M. No additional furniture or equipment, outside of that furnished by the library, is to be used without advance approval. Any outside furniture or equipment approved for use should be removed from the library at the end of the meeting. The library is not responsible for such items.

- N. Anyone using the meeting facilities assumes responsibility for damage to the rooms and their contents. Blocking off windows, locking meeting room doors, or use of emergency exit doors for anything but their intended purpose is not allowed.
- O. Library personnel must have open access to meeting rooms at all times.
- P. Persons or groups who misrepresent their status to use meeting rooms, or who disregard any of the rules set forth in this procedure, will forfeit their right to use the meeting room facilities.
- Q. Organizations may be required to show proof of non-profit status.
- R. Groups using the library meeting rooms must observe the library's scheduled opening and closing times and check out of the room in a timely manner. Limited exceptions may be approved by the Library Director.
- S. The library reserves the right to cancel any meeting should conditions or situations warrant such action.
- T. When the Library closes because of a power outage or a weather-related emergency, all efforts will be made to notify organizations scheduled to use a meeting room. During adverse weather conditions, the group should check with the library or local media for closing information.
- U. Failure to comply with this policy may result in denial of future use of the library meeting rooms, financial liability for damages, and immediate removal from the meeting room.
- V. Abuse of a meeting room, the library building, or the contents of the library may result in the termination of the privilege to use the library's facilities. Matters of abuse include, but are not limited to:
 - 1. Damage to the room, building, or contents.
 - 2. Failure to follow guidelines for providing security while in the building.
 - 3. Failure to leave the room at a check-out time unless approval for after-hour use was granted by the Library Director prior to scheduling the meeting.
 - 4. Failure to leave the room or building in a neat and clean condition.
 - 5. Failure to comply with Library close-out procedures at the end of the meeting or event.
 - 6. Failure to notify the library of meeting time changes or cancellations.
 - 7. Excessive noise or activity that disturbs other Library patrons.
 - 8. Failure to pay assessed library fees.
 - 9. Failure to adhere to library policies.

Attachment: Library Meeting RoomsWalmart Community Room

- 165 Total occupants
- 25 Folding Tables with 165 chairs
- Integrated presentation system
- Reservation/cleaning deposit may be required
- Catering and/or light refreshments allowed upon approval

Rotary Conference Room

- 40 Total occupants
- 8 Folding tables with 27 chairs
- Integrated presentation system
- Reservation/cleaning deposit may be required
- Catering and/or light refreshments allowed upon approval

Haney Family Conference room

- 15 Total occupants
- 1 Conference table with 10 chairs
- Integrated presentation system
- Reservation/cleaning deposit may be required
- Catering and/or light refreshments allowed upon approval

Group Study Rooms

- Four to six persons per room
- Available on a first-come, first-served basis
- Only quiet activities permitted
- Beverages and light snacks allowed

Small Study Rooms

- Two people per room
- Available on a first come, first-serve basis
- Only quiet activities permitted
- Beverages and light snacks allowed

**EMERGENCY PREPAREDNESS POLICY***Approved by the Library Advisory Board March 1, 2023*

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Emergency Preparedness Policy

Purpose of Policy

- A. The purpose of the Bentonville Public Library's Emergency Preparedness Policy is to provide a general outline of administrative goals and actions addressed by the library's emergency procedures.
- B. The Library's Emergency Procedure Manual provides a detailed course of action for all staff to follow should a fire, other disasters, or various emergency situations occur that would disrupt the ordinary operations of the facility.

Objectives of Policy

The objectives of the library's policy and Emergency Procedure Manual are to provide and establish:

- 1. Routine assessment of policies and procedures.
- 2. Safety for our staff and patrons during emergency and disaster situations.
- 3. General security measures for Library patrons, staff, and facility/materials.
- 4. Safety and security planning and prevention measures.
- 5. Damage assessment and recovery procedures.

Policy Review

- A. Any changes made to this policy will be forwarded to the Bentonville City Fire Department within fourteen (14) days after such changes have been made.
- B. The Library's Emergency Procedure Manual will be reviewed annually by Library staff and other appropriate authorities.
- C. The Library Director and designated staff incorporate safety training and preparedness into new employee orientation, staff meetings, and in-service training to regularly communicate emergency procedures to all Library staff.

Responsibility

- A. The Library Director is responsible for informing staff and appropriate City authorities of the Emergency Procedure Manual.
- B. Copies of this plan have been provided to the Bentonville City Fire Department as part of the City's Emergency Operating Plan (EOP).
- C. Chain of Command: Library Director, Librarians, safety member, senior staff. The person in charge when an emergency or disaster occurs will remain the responsible party until someone with more authority relieves them of command duties.
- D. Emergency contact information is provided to all Library staff and prominently displayed in the staff work areas.
- E. All information should be regarded as confidential and only released to authorized personnel. Authorized personnel may include, but are not limited to: Library staff, immediate family members of Library staff, law enforcement, medical and support personnel, and City or State officials, including agencies such as the health department.

- F. The Library Director shall be the only party with authorization to release information.
- G. In staff areas of the facility, the library maintains a public display of all required safety messages, workers' compensation, Occupational Safety and Health Administration (OSHA) guidelines, Materials Safety Data Sheets (MSDS) chemical information, and other Federal, State, and City documentation.

City of Bentonville Emergency Operations Plan Compatibility

The Library's Emergency Procedure Manual and Procedures should always adhere to the City of Bentonville's Emergency Operations Plan. While the purpose and atmosphere of the library are not such that Library staff will be expected to fulfill emergency response responsibilities, staff will assist, in any way possible, with the City's emergency response efforts.

Accidents and Emergencies

General Accidents

In most general accident situations, the main concern of Library staff should be to manage the situation safely and efficiently. In many cases, for documentation purposes, Library staff should complete an incident report.

Minor Accidents

- A. If a patron has a minor accident, staff should report the situation to the Library Director or Librarian in charge immediately.
- B. Staff may distribute bandages, topical treatments (ointments), or ice packs to the patron from the First Aid kit. Medications will not be distributed to the patron.
- C. Depending on the severity of the situation, 911 may be called.

Medical Emergencies

- A. When a person requires medical attention due to a health condition or accident onsite, 911 should be called immediately.
- B. Library staff should not administer aid unless they are certified to do so.

Endangerment of Staff or Patrons

- A. Staff are instructed to contact the Bentonville Police Department to address disruptive or dangerous situations that may occur at the library.
- B. If staff feel that anyone may be in immediate, life-threatening danger, additional response procedures including evacuation may be implemented to ensure public safety.
- C. Training and guidance from the Bentonville Police Department determine emergency protocols in the event of an active shooter situation.

Emergency Evacuation

- A. In all emergency situations, 911 should be called immediately. City Hall will also be notified of major emergencies such as fire, tornado, or bomb threats. The main concern of Library

staff should be to evacuate or protect the public, and themselves, in a safe, efficient, and calm manner.

- B. Proper authorities, the Library Director, or the staff member with immediate authority will determine when it is safe to return to the library.
- C. For documentation purposes, staff should complete an incident report.
- D. Damage assessment and recovery procedures may need to be implemented when safety is restored.
- E. Library emergency routes are prominently displayed throughout the library. Each floor plan also shows locations for fire extinguishers, fire pull alarms, and storm shelters.

Floods, Spills & Hazardous Materials

- A. Areas with spills, floods, bodily fluids, and other chemical contaminants need to be contained, as much as possible, quickly.
- B. The space should be cordoned off by Library staff with cones, stanchions, or furnishings; a drop cloth or tarp may be used to protect the area.
- C. Staff will wear personal protective equipment (PPE) to protect themselves and should only address what they are certified to clean.
- D. Library staff should contact specific the City of Bentonville teams for help, as follows:
 - 1. Minor chemical (cleaning supplies) spills custodial team.
 - 2. Minor flooding from the restroom or other plumbing: custodial and public works.
 - 3. Bodily fluids (vomit, urine, feces): custodial team.
 - 4. Hazardous materials: call 911 immediately and evacuate patrons and staff.
 - 5. Recovery procedures may need to be followed.

Planning and Prevention

All staff are encouraged to be aware of their surroundings, understand the library's policies and procedures, and pay attention to the library's public use and the facility's conditions. Everyone is authorized to contact local authorities if a situation warrants emergency help. All Library staff is empowered to remove themselves from an unsafe situation, particularly related to inappropriate interactions with members of the public.

Safety Measures

- A. Floor plans to show emergency exit routes and fire extinguisher locations are posted in public and staff areas of the library.
- B. Fire extinguishers, emergency pull-down fire alarms, emergency call buttons, and security cameras are located throughout the library.
- C. First Aid kits are in the staff workroom and at the front service desk.
- D. Flashlights are located at each public service desk.
- E. Emergency drills are performed annually by Library staff.
- F. Emergency supplies (gloves, tarp, face masks, eye protection) are available for use.
- G. Several procedural "codes" are established that guide the library's response to many emergencies. The Library's Emergency Procedure Manual covers each code in detail.

City Training and Support

- A. The library coordinates training and support with the Fire Department, Police Department, and others for fire, health, and safety issues when necessary (fire extinguisher training, Red Cross certification, or active shooter training).
- B. When BPL hosts large events, the presence of medical staff and police officers provides proactive emergency and public safety support.
- C. The Bentonville Public Library is monitored by a security system that detects fire and security breaches 24 hours per day, seven days per week (included in General Policy).

Safety Inspections

- A. Various inspections have been established and are performed to keep Library procedures and systems in compliance with National Fire Protection Code guidelines.
- B. The library hires licensed professionals to annually test and inspect all fire alarms and sprinkler systems, as well as fire extinguishers.
- C. The library "Safety Team" Member is responsible for the monthly safety inspections. These inspections are preventative checks regarding fire protection, upkeep of walkways and emergency exits, electrical reviews, and housekeeping management.
- D. City administration provides documentation, training, and support for the library pertaining to safety.
- E. Annual Safety Inspections are performed by the City of Bentonville Safety Coordinator and the Fire Marshal Division.

Additional Considerations**Power Outage**

- A. Staff and public access computers will need to be shut down for the duration of the power outage and rebooted when power is restored.
- B. In the case of a lengthy power outage, the decision to close the library facility will be made by the Library Director and communicated to the mayor and the public.

Infestation

- A. Mold, insects, and rodents can seriously damage Library materials.
- B. Materials containing the infestation need to be immediately isolated from non-affected materials.
- C. Extreme cases of infestation may require Library closure for treatment.

Structural Damage

- A. In the event of structural damage to the facility or furnishings, the Library Director, or immediate staff person in charge, will determine a specific course of action.
- B. If medical attention is required, staff will follow medical emergency procedures.
- C. Structural damage will need to be assessed by the Fire Department or other building inspection authorities.

- D. In the event of bookshelves collapsing, due to earthquake, explosion, or natural deterioration, the same policy applies.

Computer Systems

- A. The City's Information Technology (IT) System Administrator shall be responsible for securing Library information and other technical assets during emergency situations.
- B. City network data is securely stored and can be restored by the City IT department.
- C. The library's automated system database is backed-up daily. These back-ups can be used to restore patron and collection databases and are securely hosted by the database provider on cloud-based servers.
- D. Additional product vendors host specific databases and will be contacted for restoration of services, as necessary.

Damage Assessment and Recovery

- A. The recovery process will not begin until then the emergency situation is controlled, and the facility has been deemed safe by authorities.
- B. Photographic and written records will be used to document the damage to the library facility and collections.
- C. Structural damage will need to be assessed by the Fire Department or other building inspection authorities.
- D. Library materials or equipment that are damaged will need to be assessed for replacement or repair.
- E. Salvage and recovery methods are included in the Emergency Procedure Manual.
- F. Disaster recovery specialists may be contacted for assistance with recovery efforts.
- G. The library will notify the Arkansas State Library of situations that impact public service.

Pandemic Response Policy

Bentonville Public Library's response to a global pandemic is determined by governmental directives, health / medical information, and industry standards related to public service and libraries. A "Pandemic Procedure Manual" specific to the situation serves as the library's overarching plan for operations and services (COVID-19 Pandemic Procedure Manual, 2020).

- A. The pandemic response manual is developed by Librarians based on research and consultation with City medical experts. Special consideration for the health and safety of staff and patrons is the primary focus.
- B. The plan is shared with City staff, reviewed, and endorsed by the Library Advisory Board, and filed with appropriate agencies, as required. The Library Director may be required to make judgment calls for effective responses in some instances.
- C. The manual is considered a best practice for the local situation at any given time and may include levels or phases consisting of public closure, limited services, or other adjustments.

- D. Conditions and governmental directives determine the duration of each level. Adjusted services and pandemic procedures are considered temporary measures that may last several weeks, months, or years until pandemic conditions improve.
- E. A plan for phased reinstatement to full Library services should be included in the procedure manual.