

METROPOLITAN LIBRARY COMMISSION OF OKLAHOMA COUNTY

PUBLIC SERVICES COMMITTEE

AGENDA

Members: Judy Smith, Chair
Bud Elder
Carolyn Leslie
Lori Nelson
Kim Patterson

Monday, January 9, 2017
3:30 p.m.
Downtown Library
300 Park Avenue
Oklahoma City, OK 73102
(405) 231-8650

- I.** Call to Order and Establishment of Quorum – Judy Smith, Chair
- II.** Discussion, Consideration, and Possible Action: Report and Recommendation from Administration
~ Revisions to Metropolitan Library System Policy and Procedure Manual
 - AL 320 – Rules of Conduct
 - AS 100 – Reference Services
 - AS 400 – Internet Access
- III.** Discussion: Materials Selection Policies

REPORT AND RECOMMENDATIONS FROM ADMINISTRATION

REVISIONS TO THE METROPOLITAN LIBRARY SYSTEM POLICY AND PROCEDURE MANUAL

Metropolitan Library System policies contained in the Policy and Procedure Manual periodically require updating as a result of decisions or recommendations from the Library Commission, changes in federal and state laws and regulations, and the necessity to operate the library system in a more efficient, effective manner.

The Library's administration recommends for your consideration revisions to the following policies:

AL 320 Rules of Conduct—Revisions Recap: Formatting changes and merged/reorganized content; added restrictions to food preparation in restrooms and language re: stalking or intimidation of staff. Petitioning and food/drink consumption permitted within designated areas per procedure.

AS 100 Reference Services – Revisions Recap: Policy has been simplified and updated to reflect industry standards. Procedures, training information, and instructions to staff have been removed. Fees for reference inquiry response by mail have been retained.

AS 400 Internet Access – Revision Recap: Simplified language to remove outdated information and procedures. The revisions will not affect the current filters. The categories of content that is currently being filtered to the public was included in this revision.

RECOMMENDATION FOR COMMITTEE ACTION

To approve the recommendations from Administration for adoption to the Metropolitan Library System Policy & Procedure Manual revisions to AL 320 (Rules of Conduct), AS 100 (Reference Services), AS 400 (Internet Access).

AL 300 Responsibilities of Customers

AL 320 Rules of Conduct

Adopted: 8/76, Revised: 10/82, 2/91, 6/97, 6/08, 2/14, draft 1/17

Policy

~~The Metropolitan Library System, by adopting these rules of conduct seeks to ensure that our library provides an atmosphere conducive to appropriate use of its services and facilities.~~

Regulations

The ~~Metropolitan Library System library~~ reserves the right to require anyone of any age violating the Library Rules of Conduct to leave the library. Serious or repeated misconduct may lead to restrictions including loss of library privileges ranging from one day to two years, and/or appropriate legal action.

A person excluded from the use of the library building, property, and/or services may request in writing that the ~~executive~~ director reconsider such a decision and present evidence to the ~~executive~~ director that the exclusion is not warranted under the circumstances or that s/he no longer poses a threat as described above.

The following actions and forms of conduct are not permitted:

- Engaging in any activity in violation of federal, state, local or other applicable law or library policy.
- Engaging in any unlawful or potentially harmful activity on library property. ~~(Illegal or disruptive behavior will be subject to immediate, appropriate, and necessary action.)~~
- Carrying firearms and/or dangerous weapons of any type, ~~(except armed law enforcement officers or~~ **MLS Metropolitan Library System** ~~authorized security officers).~~
- Selling, consuming, possessing, or being under the influence of alcohol or illegal drugs. See Policies and Procedures for use of the Meeting Rooms for exceptions regarding alcohol consumption.
- Soliciting, ~~or~~ conducting surveys, ~~or~~ polls ~~or petitions~~ not authorized by the library. ~~Petitions are permitted only within designated areas.~~
- Tampering with, defacing, ~~littering upon~~, mutilating, or ~~theft of property.~~
- Disrupting the use of library services of other ~~members customers or staff.~~ ~~Examples: loud talking, audible tones such as those from a cell phone or headphones, screaming, crying, banging on computer keyboards, creating or contributing to loud and/or persistent noise producing activities.~~
- Harassing ~~or~~ stalking library members or staff, including verbal or physical ~~intimidation. others verbally or physically.~~

- Fighting or challenging to fight; running, pushing, shoving or throwing things.
- Entering the library with communicable diseases, contagious illnesses or lice or other body or article infestation.
- Using restrooms **other than for their intended purpose, including** for bathing, shampooing, ~~or~~ doing laundry, **or preparing meals.**
- **Littering**
- Entering or being in the library barefoot, without a shirt, with wet clothes, with offensive body odor or personal hygiene, or being otherwise attired so as to be disruptive to the library environment.
- Entering unauthorized workspaces, including docks and back alleys.
- Blocking or impeding access of others or bringing items in that take up an excessive amount of space or present a potential danger.
- Monopolizing library space, equipment, materials, or facilities, preventing others from using them, including prolonged or chronic sleeping or lying down.
- ~~Eating or drinking in restricted areas.~~
- Using or preparing to use tobacco products, ~~(including, but not limited to, cigarettes, pipes, smokeless tobacco, other tobacco products and electronic cigarettes/vaping devices or any other product packaged for smoking or the simulation of smoking)~~, except in designated areas **in accordance with state and local laws**. No smoking within 25 feet of entrances according to state law.
- Engaging in acts of indecent exposure or sexual activity of any kind.
- Leaving packages, backpacks, luggage, or any other personal items unattended. ~~(These unattended items are subject to immediate confiscation.)~~
- Bringing animals into the library, with the exception of service animals.
- ~~Damaging, destroying or stealing someone else's property.~~
- Leaving children ~~under 10 years old~~ unattended. ~~(The library assumes no responsibility for minor children.)~~
- Failing to comply with **any** reasonable staff request.

Access to Services

AS 100 Reference Services

Revised: 1/98, 9/16, 1/17

The Metropolitan Library System strives to provide the highest quality of reference services possible, responding to all inquiries with accuracy and efficiency. To best meet the needs of our communities, Metro Library staff will employ a service philosophy that ensures service that is professional and unbiased.

Service Philosophy and Library Ethics

- All reference and information questions will be handled with equal effort and professionalism, regardless of who asks the question or how the question is submitted.
- Oklahoma law protects the confidentiality of library users' records.
- The "Confidentiality of Library Users' Records" law is Section 1, Chapter 81, O.S.L. 1985 (65 O.S. Supp. 1985, Section 1-105). Librarians should also be familiar with Oklahoma's Open Record Act.
- Staff connects members with information but does not interpret that information or give medical, legal, financial, tax, or other kinds of advice.

Fees

- Inquiries answered by mail cost \$0.25 per page of photocopying and \$3.00 shipping and handling

~~Service Philosophy and Library Ethics~~

- ~~1. Every contact with the public is an opportunity to engender positive attitudes about the library.~~
- ~~2. All reference and information questions will be handled with equal effort regardless of the originating source (walk in, phone, mail).~~
- ~~3. Oklahoma law protects the confidentiality of library users' records.~~

~~* Reference services are also confidential. Staff are not to discuss customers, their borrowing habits or their information requests except as required in seeking assistance from other library staff to find the desired information.~~

- ~~4. Library staff will refrain from discussions of personal issues and opinions regarding library matters when on duty in public service areas.~~
- ~~5. Our intent is to comply with the system's declared policies on access to materials and information as stated in the Citizens' Bill of Library Rights and its interpretations and the Freedom to Read Statement.~~
- ~~6. The library system expects a high level of professional competence of all staff in providing accurate and complete responses to inquiries. Staff should be especially aware of potential legal liability for conveying inaccurate information.~~

~~* The "Confidentiality of Library Users' Records" law is Section 1, Chapter 81, O.S.L. 1985 (65 O.S. Supp. 1985, Section 1-105). Its provisions appear on signs posted in all library public service areas. Librarians should also be familiar with Oklahoma's Open Record Act.~~

Reference Interview/Courtesy Standards

~~Library staff will assist customers and other library staff in a friendly, courteous and supportive manner according to MLS Service Philosophy, Library Ethics and Reference Interview and Service Guidelines.~~

In Person:

- ~~• Maintain awareness of customer approach by watching or looking up frequently; do not appear too busy to answer questions.~~
- ~~• Acknowledge the customer by making eye contact, smiling or issuing a friendly greeting. Remain courteous at all times.~~
- ~~• Use basic terms and language (avoid library jargon) and ask open-ended questions.~~
- ~~• Give full attention to the customer.~~
- ~~• Listen carefully and paraphrase customer's request to ensure understanding ask clarifying questions while respecting the customer's privacy.~~

By Phone:

- ~~• Answer the phone in a timely manner.~~
- ~~• Identify area and self.~~
- ~~• Give the caller a choice before putting him/her on hold.~~

- ~~Promise specific action and confirm agreement for action and follow through.~~
- ~~Cite sources over the telephone to the customer.~~
- ~~End conversation with an appropriate courteous closing.~~

~~The following policy guidelines are not rigid rules or strict limitations. They should be interpreted and applied with professional judgment and professional conduct in serving the library's public.~~

~~MLS Reference Service~~

~~Library staff will assist customers in person, by phone or by mail to locate and/or obtain materials or information. They will interpret library resources, policies and procedures for customers. They will assist and instruct customers in the use of indexes, library equipment and tools (PAC, MARS, copies, Reader/Printers and Internet). Staff will conduct searches and answer reference questions utilizing all resources available.~~

~~Reference Service – Standard Procedures~~

~~All requests are of equal importance. If the telephone rings while you are helping a customer, allow the automated system to answer. Respond to the automated system message as quickly as possible. Libraries without voice mail need to establish individual procedures.~~

~~If a customer appears while you are engaged in a telephone conversation, acknowledge customer's presence with a nod or hand signal and end the phone conversation as quickly as possible.~~

~~Work performed at the reference desk should not become a barrier to the public; never appear too busy to be interrupted.~~

~~Walk through the agency when possible and volunteer your assistance. Be available whenever a customer needs help in locating materials or instructions in the use of tools and resources.~~

~~An attempt should be made to satisfy the information request using resources available at your library first. Do not automatically refer customers to other libraries or sources outside your library.~~

~~When desired information is not available at your agency, make appropriate referrals.~~

~~Reference Service – Parameter Guidelines~~

~~1. The limit of reference service will vary. Exceptions may be made depending on how busy the agency is and the specific needs of customers. The reference staff's main functions are guidance, direction, instruction, and information delivery. The amount of time necessary to perform these functions will depend on and vary according to the following variables:~~

- ~~• Customer's time limit.~~
- ~~• Customer's ability to comprehend instructions.~~
- ~~• Complexity of materials to be used.~~
- ~~• Number of customers needing assistance.~~
- ~~• Number of staff available to help customers.~~
- ~~• Equipment/resources available.~~

~~2. Due to the large number of customers that need to be served, reference staff will spend no more than 15 minutes per customer without checking the reference desk status.~~

- ~~• In-Library Service: If questions cannot be answered in a reasonable amount of time, supply possible sources and return periodically until customer can work independently. Offer to contact the customer later to allow more time for a reference search.~~
- ~~• Telephone Service: Depending on the complexity of the question, the customer will be given the option of a call-back, coming to the library for assistance, or referral to another agency.~~

~~3. Processing a reference request:~~

- ~~• Accept three reference questions per customer. (I.e. book title, stock quotes, phone numbers, reserves placed, etc.)~~
- ~~• Cite the source for all information given.~~
- ~~• Complete callbacks the same day if possible.~~
- ~~• Make only collect calls for long-distance callbacks.~~
- ~~• Maintain customer privacy by providing only library name and telephone number when leaving messages for customers.~~

- ~~Limit photocopy requests by telephone to 3 articles or 6 pages per customer. Advise customer of the copy fee schedule and time frame for delivery. Inquiries by mail—\$0.25 per page of photocopying and \$3.00 shipping and handling~~

~~Reference Service - Special Approaches~~

~~When providing the following information, the librarian may read the information and indicate the source, but the customer must interpret the information. The librarian may indicate to a customer that he/she does not have the specialized knowledge to give absolute answers and advise the customer to examine the material.~~

~~Current criss-cross and city directory: Customers need to visit the library for current city directory and criss-cross requests. Older editions (1905 to 1997 not complete set, check for specific years) are located at the Downtown Library.~~

~~School assignments: Students at all levels should receive the same service as anyone else according to the general guidelines for service.~~

~~Contest questions: Simple, factual questions are answered over the telephone. Otherwise, the customer should be invited to come to the library to use the necessary source material.~~

~~Consumer information: Be careful about giving answers to consumer questions. Customers asking for product ratings in such sources as Consumer Reports may be given~~

~~the brand names and model numbers of products rates. If a customer asks for information on a specific product, the evaluation may be read. Customers should be encouraged to read the entire article. Such limitations as the date and context of the rating should be pointed out. Personal opinions and interpretations should not be given.~~

~~Evaluation of dictionaries, encyclopedias, etc.: The library does not recommend one dictionary or encyclopedia over another. The customer may come to the library to examine the various dictionaries and encyclopedias in the library's collection.~~

~~Values of art works, antiques, rare books, coins, stamps, currency, etc.: Appraisals of the value of art works, antiques, rare books, coins, stamps, currency and other collectibles are never given. Sources are available that give prices.~~

~~Medical, legal, statistical and technical information: The librarian should not interpret material of any type related to these fields, including tables, charts, equations, conversion formulas, laws, taxation and regulatory information, or legal and medical definitions.~~

~~Patent and copyright searches, etc.: Patent and copyright searches are not performed by library staff, nor does staff attempt to ascertain whether a published work is in the public domain. Appropriate referrals are made to ODL or OSU.~~

~~Genealogies and census microfilm: Genealogies are not prepared for customers by library staff. Basic resources are offered to the customer on how to begin genealogical research. Customers who wish to research person who lived in Oklahoma City may use the system's collection of city directories or the microfilmed "Daily Oklahoman." Referrals can also be made to the Oklahoma Historical Society, which hold a large selection of historical census records on microfilm. The Internet has genealogical resources and bookmarks have been placed in the System Bookmarks file. Census microfilm may be ordered by the customers for use at Belle Isle, Downtown, Ralph Ellison and Southern Oaks and must be used within the library.~~

~~Foreign languages: Foreign language translation requests are referred to such sources as Foreign Language Departments of colleges and universities.~~

~~Mathematical calculations: Library staff should not do mathematical calculations for customers. Information from tables and formulas can be read, but customers should do their own calculations.~~

~~Tax forms: The library does not provide tax forms. Customers should be referred to the appropriate state or federal agencies. They may use the Internet to do their own searches. Staff will not print tax forms from the Internet.~~

~~Inquiries by mail: This is third in priority. Under the direction of the supervisor of the unit, when the mail request requires more than a cursory search, an attempt to answer mailed~~

~~requests will be made within 20 working days. Customers will be invoiced at the rate of 25 cent per page for photo copying and \$3.00 shipping and handling. All correspondence should:~~

- ~~• Give source of information.~~
- ~~• Be copied and retained for a minimum of one year.~~
- ~~• Include name and department of person answering the inquiry.~~
- ~~• Electronic Reference Services: CD-ROM, On-Line Databases, Special Reference Service~~
- ~~• Staff are to be familiar with the CD-ROM holdings, on-line databases and special reference services of MLS libraries and are to use their best judgment when referring customers to other libraries for searches.~~
- ~~• Libraries may choose to batch these services due to time constraints, skill level and~~
- ~~• Specialization of the search.~~

- ~~Each library may have a limit to the number of pages that will be printed. Customers with a library card will have charges debited to their prepaid account.~~
- ~~Information will not be downloaded or saved to floppy disks.~~

Internet Service

~~Internet Service: The Metropolitan Library System functions only as a "gateway" to Internet access.~~

~~The Internet is an unregulated source and the library system is not responsible for information provided. The Internet and the available resources in its global electronic network may be erroneous and out-of-date. The Metropolitan Library System is not responsible for the accuracy or currency of information presented on the Internet.~~

~~As with all reference services, the reference interview will help staff determine whether or not the Internet would be an appropriate source for a customer.~~

~~Staff are to be willing to assist customers with a search or to perform a search. If the requested information is not found within 15 minutes, staff may recommend that the~~

~~customer visit one of the libraries offering public Internet access and work with an Internet Coach.~~

Access to Services

AS 400 Internet Access Policy

Adopted: 2/98, Revised: 6/01, 5/05, draft 1/17

Policy

~~The library strives to facilitate equal information access to every individual in our community. The Internet provides access to information far beyond the confines of the physical library. Through the application of this policy, the library endeavors to comply with all state and federal laws and provide all constitutionally protected information available on the Internet to all interested library customers.~~

~~While the Internet offers access to a wealth of material that is enriching, it also enables access to some material that may be offensive, disturbing and/or illegal. For this reason, the Metropolitan Library System requires only filtered access to the Internet when using library connections. The Metropolitan Library Commission and/or the Library System assume no responsibility ~~whatsoever~~ for use of the Internet by library ~~customers~~ members of any age. Internet users must agree to abide by all library policies and procedures.~~

~~The Library filters public internet access in compliance with all state and federal laws, including the Children's Internet Protection Act (CIPA), Pub. L. No. 106-554. The Library filters internet access to visual depictions of nudity, pornography, and sexual materials on all Library computers and WiFi. The Library also restricts minors' access to websites with chat and instant messaging functions.~~

~~Materials considered educational, reference, or medical may be excepted from the filters.~~

~~The Metropolitan Library Commission authorizes the executive director to establish procedures to administer this policy.~~

~~The library offers connectivity to the Internet via:~~

- ~~1. Networked public library computers~~
- ~~2. Wireless access where customers use their own wireless capable devices~~

Definitions

- ~~• Internet, according to Merriam-Webster is "the electronic communications network that connects computer networks and organizational computer facilities around the world."~~
- ~~• Wireless Internet access enables customers, with their own equipment, to connect to the Internet without wires or cables. Internet access is within a range of 'hotspots'. With wireless Internet, the library offers the connection to the Internet while the customer uses their own wireless capable device.~~
- ~~• Filtered access means that the library uses a commercial product that blocks access to view specific Internet content defined by specific criteria. This is sometimes referred to as a 'technology protection measure'.~~

Regulations

~~Accessing the Internet via the library's computers and wireless Internet with customers' own wireless capable devices is eligible to all customers and all users agree to:~~

- ~~• Abide by library policies and procedures.~~
- ~~• Accept full responsibility for use of the Internet.~~
- ~~• Hold the library blameless for materials they or their child acquires on the Internet.~~

Internet Service Support

~~The library offers Internet access for its customers at all agencies, and will provide:~~

- ~~1. Training and operational support documents.~~
- ~~2. Expert library staff who are available to help adults and children find the material that they are seeking, regardless of format.~~
- ~~3. Assistance to adult Internet users doing bonafide research, or other lawful purposes, who are unable to access an Internet site because of the filter.~~