

Public Library of Enid & Garfield County

Policy Manual



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Organizational Policies

1.1 Library Mission

The Public Library of Enid and Garfield County (PLEGC) provides access to materials and services in a variety of formats while reflecting community standards to meet the educational, informational, and recreational needs of the community. The Library promotes freedom of thought, literacy, a love for reading, and lifelong learning.

1.2 City of Enid

Public libraries in Oklahoma may be established by statute, or charter, or ordinance or by all three. They can be organized as a city, county, township, district, or regional library. The City of Enid funds the library and Garfield County provided the land the building is on. The PLEGC Library Board is appointed by the City of Enid and is responsible for formulating and approving library policies.

1.3 Oklahoma Department of Libraries

The Oklahoma Department of Libraries is an important resource and partners with the PLEGC providing:

- a. research to librarians and residents;
- b. leadership in library development and library information technology;
- c. continuing librarian education;
- d. standards for libraries state-wide; and
- e. federal, state, and grant-funded library programs.

The Oklahoma Department of Libraries requires libraries to engage in strategic planning every three years, review policies every four years, and report statistics annually.

1.4 Library Strategic Plan

A new strategic plan is required every three years and involves input from the Library Board, Library Director and library staff. As part of the planning a comprehensive community analysis using statistical data, patron surveys and interviews, and city planning documents will be used to develop goals and objectives. The plan should include how the goals and objectives will be achieved and how success can be measured. The Library Board will approve the Strategic Plan. These goals and objectives will be evaluated regularly by the Library Board, Library Director, and library staff and modified when needed with the approval of the Library Board.

1.5 Library Board

The Library Board of Directors was established in 1909, when the library was a city library. The board is a creature of charter, (Part A, Article VIII, §§22- 25) and of ordinance, (Enid Municipal Code, Title 7, Chapter 10, §§7-10-1 through 7-1-5).

Board Members

The Library Board consists of seven members. Six members must reside within Enid city limits and are appointed by the Mayor and the City Commissioners. One member is nominated by the Garfield County Commissioners, appointed by the Mayor and the City

Commissioners, and must be a resident of Garfield County but not of Enid. Terms are for three years. Members may serve two full terms in succession.

Officers

The officers (President, Vice-President, Secretary) shall be elected by a majority vote at the library board meeting on the second Monday in May.

Board Responsibilities

The duties of the Library Board are set out in Enid Municipal Code 2014, § 7-10-5. The duties include:

- a. conducting hearings or meetings when needed;
- b. an annual review of the library budget to include recommendations concerning expenditures and projects;
- c. reviewing, developing, and adopting library policies that affect patrons, public service, and the availability of services for residents throughout Garfield County;
- d. developing a long-term plan for the library, particularly as it relates to collection development, special programming, technology, infrastructure, and the library endowment fund;
- e. making recommendations to the city manager concerning the hiring, performance, and retention of the Library Director.

Meetings

A list of regular Library Board meetings for the upcoming year must be filed with the City Clerk before December 15 of the preceding year. Generally, the Board meets every two months but special meetings may be called by a Board member or the Library Director.

All meetings, the notice of meetings, and the agendas of the Library Board are subject to the Oklahoma Open Meeting Act. When necessary *Robert's Rules of Order, Newly Revised* may be consulted and be used as an aid in conducting business.

Quorum

A simple majority of the Board is a quorum. Abstentions count as a no-vote under Oklahoma law. In the absence of both the President and Vice-President, the members present shall select a presiding officer to conduct the meeting.

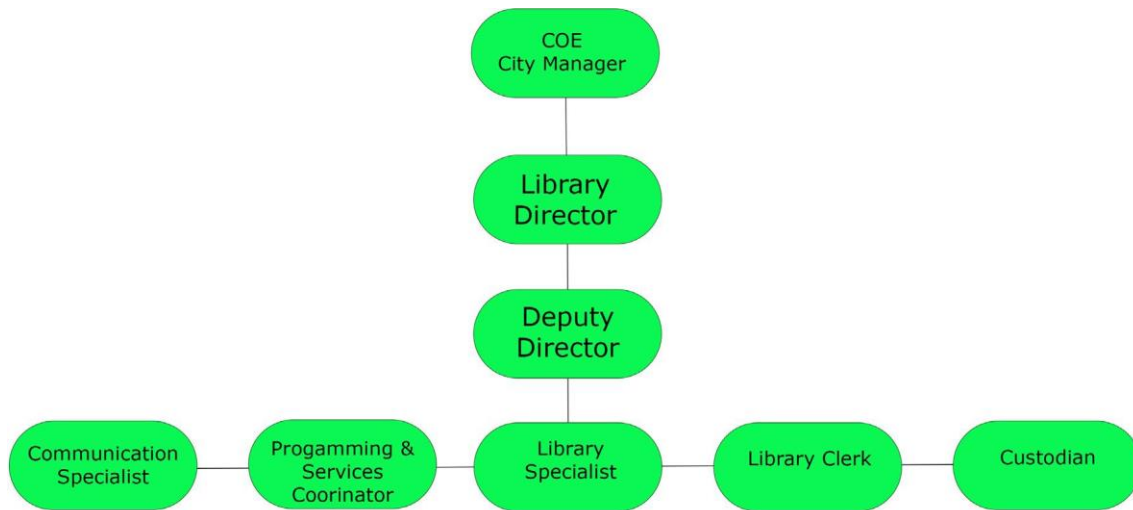
Orientation & Training

The Library Director is responsible for the orientation and training of new library board members. Prior to their first board meeting, the Library Director will provide a tour, a copy of library policies, and review the PLEGC's strategic priorities and goals. It is recommended that the City Attorney and City Manager also participate in and provide training regarding the scope of responsibilities and authority for Library Board members.

1.6 Library Transparency

The PLEGC endorses the premise of transparency and public involvement as guiding principles. The PLEGC will make available, online and posted within the library, media (to be purchased, replaced, or donated), library programs and library displays for no less than one week prior to implementation or purchase.

1.7 Library Organization



1.8 Library Policies

Library policies will:

- a. comply with all relevant local, state, and federal regulations;
- b. be developed with assistance from the Library Director and staff members;
- c. provide the means to put into action the Library's Strategic Plan.

No activity or content whether generated by the PLEGC or an outside nonprofit organization, community group, individual, or governmental agency, will contain obscene material.¹ No activity or content in which minor patrons are included as participants shall contain material which is harmful to minors.² See, Appendix II.

1.9 Intellectual Freedom

The PLEGC endorses the premise of intellectual freedom as a guiding principle of public libraries. Intellectual freedom is the right of every individual to seek and receive information from all points of view without restriction. Intellectual freedom is part of our democratic system. The Library encourages and expects patrons to self-govern and be a well-informed. The Library provides ideas and information, in a variety of formats, to allow people to inform themselves. However, the PLEGC is not a forum for anyone to broadcast their views without limitation, other venues have been provided for that in the community.

¹ 21 O.S. §1024.1

² 21 O.S. §1045.75

1.10 Confidentiality of Library Records³

The PLEGC has records indicating which of its documents or other materials, regardless of format, have been loaned to or used by an identifiable individual or group which shall not be disclosed to any person except to: persons acting within the scope of their duties in the administration of the library; persons authorized to inspect such records, in writing, by the individual or group; or by order of a court of law. The legally responsible party will have access to library use records for their account.

All registration information (any information required of a minor in order to become eligible to borrow books, utilize library services, and other materials) of minors retained by the Library shall not be disclosed to any person except: persons acting only within the legitimate scope of their duties in the administration of the library; persons authorized to inspect such records, in writing, by the individual; or by order of a court of law.

The PLEGC will report immediately to appropriate law enforcement authorities any suspicious requests for records of minors that may be indicative of criminal intent shall be reported. No information will be shared with any outside entity for telemarketing purposes, but the Library reserves the right to use patron contact information in its own fundraising or information-gathering activities. All library staff, including and volunteers, have training on confidentiality.

³ 65 O.S. §1-1-05

Public Service

2.1 Customer Service

The Library exists for the community. Delivering excellent, high quality, user-centered service is the PLEGC's top priority. Employees play an important role in creating a welcoming environment and ensuring that all interactions with patrons are helpful and productive. Not every staff member has personal contact with library users, but every position in some way lends support in developing and offering the best possible array of resources and services to the community. All patrons will be treated with dignity and respect as staff look for the best available strategy or solution for meeting user needs.

Library staff:

- a. are welcoming and professional;
- b. are knowledgeable about their work and attentive to it;
- c. will listen carefully to understand;
- d. will regard all questions and requests as valid;
- e. will respect differences;
- f. will support each other in providing service;
- g. will eliminate unnecessary barriers to service;
- h. will resolve mistakes and problems without blame;
- i. will take responsibility for follow-through;
- j. will foster an environment of teaching and learning.

The Library support these principles through:

- a. hiring effective staff;
- b. creating a welcoming and pleasing environment;
- c. modeling these principles; and,
- d. offering continuing education training and workshops for staff.

2.2 Reference Services

The PLEGC is an important information source for Enid and Garfield County. The Library maintains a variety of information about Garfield County as well as Northwestern and North-central Oklahoma. All visitors are welcome to use e resources of the Library free of charge. Library staff members are available to provide assistance in using available resources.

The Reference staff's primary purpose is to assist patrons in locating the materials and information they need, and to assure that all materials are useable and accessible. Library staff cannot offer appraisals or evaluations of items of value, nor shall staff interpret the information provided.

Research

The Reference staff will respond to patron requests by searching selected materials. Requests which are expected to require more than a one-half hour search or which include extensive photocopying will be the responsibility of the patron. Reference staff will use indexed materials, ready reference works, online resources, and local files to fulfill requests.

Requests from Outside Service Area

The Library may charge a research fee for requests from outside the Library's service area. The research fee may be paid at the time the inquiry is submitted or may be billed afterwards.

Resources

A variety of formats of materials will be maintained to provide needed information for all patrons. These resources are maintained at the Library for use by all. The Library does not maintain academic materials for collegiate or specialized researchers.

Reference staff are available to guide patrons to appropriate resources and to assist patrons in the use of these resources. Reference staff may use electronic sources when appropriate to answer reference questions. Reference staff will not do research for a patron but will assist the patron in the use of appropriate resources regardless of the format.

2.3 Patron-Driven Acquisition and Title Requests

The Library uses a combination of staff selections, standing orders, and title requests to develop the collection. Title requests are submitted by patrons for specific items that they wish to check out. The Library accepts title requests both manually and electronically. Staff will review all requests and decide whether to purchase or borrow an item through interlibrary loan. Every effort will be made to keep the patron informed of the status of title requests and to fill the requests as quickly as possible.

2.4 Library Displays

The Library maintains certain areas for displays. First priority for use of such space is reserved for the Library. Displays are non-partisan and non-sectarian. Displays located on the first floor will be appropriate for children. Displays will not advertise materials and/or services for sale.

Shelves and endcaps are reserved for library displays only. Library Displays will be reviewed by Library Advisors before being displayed in accordance with paragraph 1.6.

2.5 Public Exhibits

When not used by the Library, this space may be made available on an equitable basis for use by outside nonprofit organizations, community groups, individuals, and governmental agencies at the discretion of the Library Board. Shelves and endcaps are reserved for Library use only.

The Library does not sponsor or endorse the subject matter of the exhibits. Exhibits may include political or sectarian content. The Library will not accept exhibits that are obscene. All Exhibits on the first floor must be appropriate for children and not contain material harmful to minors.

Exhibits must be provided to the Library at no cost and the Library assumes no responsibility for lost or damaged items. No exhibit may include a request for a donation.

Exhibits are temporary and the length of time an exhibit may be in place depends upon the demand for space. Generally, the exhibit will be in place for no more than four weeks.

An exception to this is the space provided for the Friends of the Library to put books donated to the Friends or books that have been weeded from the library collection. These books and materials are sold to raise money for the library and are generally available at the library year-round.

All Exhibits shall include a sign identifying the person or group who is sponsoring the exhibit. While the Library does not sponsor Exhibits, the Library will provide information for patrons about the subject of the Exhibit, its location, and duration.

Requests

1. The person or group seeking to place an exhibit must complete and submit an Exhibit Request Form to the Library at least four months before the proposed Exhibit date.
2. The Library Board will review all Exhibit Requests Forms and choose from the selection. The Library Board has the discretion to accept, postpone, or refuse a request for exhibit space, based on the space available, variety, the strategic plan, and the mission of the Library.
3. If an exhibit is selected, the exhibit will use the space designated by the Director.
4. The Library Board may reject an exhibit that does not conform to these conditions and may restrict the use of items that are a risk to public health, morals, safety, and welfare.
5. Disputes over exhibits may be reconsidered utilizing the PLEGC appeals process.

2.6 Programs

Library programs support the mission of the Library and are consistent with library policy. Programs should provide opportunity to meet the educational, informational, and recreational needs of the patrons and reflect the interests of the community. Library Programs will be reviewed by Library Advisors before being displayed in accordance with paragraph 1.6.

Purpose

The PLEGC provides educationally challenging programs targeted for specific age groups for little or no cost to the participants.

Youth Services

Youth Services will provide age-appropriate programs for infants, pre-school children, elementary, and secondary students. These Programs will be at appropriate times and of appropriate length for the targeted audience.

Consent Required

Any minor not accompanied by parent or guardian must show verification of parental consent before attending a particular program. The library has parental consent cards that parents or guardians may fill out and will be kept on file at the library. A minor without parental consent may not participate in library programs.

Adult Services

The PLEGC provides programs on a variety of topics targeting adults of all ages. They will be presented in a variety of formats: instructional, reading and discussion, video viewing and discussion, panel discussion, lectures, and hands-on demonstrations.

Intergenerational Programs

When possible, programs will be designed to allow for intergeneration participation.

2.7 Meeting Rooms

The Library has meeting rooms for services and programs. The Library has first priority for their use.

Third Party Use

When not required for events sponsored by the Library, the rooms are available for use by individuals or groups.

The Library does not sponsor or endorse the subject matter. Meetings may be held only when the Library is open for business. Meetings may include political or sectarian content. They may not be used to present obscene materials. Admission cannot be charged for attendance, and requests for donations are not permitted.

Refreshments may be served. The individual or group using the room are responsible for cleaning and disposing of all food and trash. They may be charged for clean up in extreme circumstances. Individuals or groups that use the Meeting Rooms are responsible for lost or damaged equipment, furniture, or damage to the room generally.

While the Library does not sponsor or endorse the meetings, content, or activities that occur in the Meeting Rooms, it will provide information (time, date, location, topic) to patrons.

A meeting room may be reserved by submitting a Meeting Room Request Form to the Library before the proposed start date. The Library may refuse a request based upon availability of the rooms or the frequency of the meetings. The Library may require a change in date, time, or location if a conflict with the Library arises. Disputes over meeting room use may be appealed utilizing the Library Appeals Process.

2.8 Distribution of Non-Library Materials and Bulletin Board Posting

Individuals and organizations may submit materials for posting on bulletin boards or for distribution to the service desk. Space will be provided as equitably as possible, regardless of the beliefs or affiliations of those requesting use. All materials submitted subject to the review of the Library Director.

Guidelines

1. Materials will be posted or distributed by library staff. No one may distribute or post their own materials. All materials will be initialed and dated by Library staff before posting or distribution.
2. Materials must be of an educational, cultural, charitable, or civic nature. Material from political parties, featuring specific candidates, or soliciting donations for entities other than the Library or Friends of the Library will not be distributed.

3. Materials must fit in the assigned space or they may be trimmed or reduced by Library staff.
4. All materials accepted become library property unless other prior arrangements have been made.
5. The Library Director reserves the right to remove materials from the bulletin board.
6. Materials for distribution submitted must be reasonably sized, and the Library will not make additional copies.
7. No goods or services are to be offered for sale.
8. The use of library bulletin boards or distribution of materials does not constitute an endorsement of that individual or group's policies or beliefs by the PLEGC, or the Library Board, the City of Enid, or Garfield County.

2.9 Photocopying & Printing

The copyright laws of the United States (Title 17, United States Code) govern the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries are authorized to produce a photocopy or other reproduction. One of these specified conditions is that the photocopy or other reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a customer makes a request, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that customer may be liable for copyright infringement. The Library will follow all copyright laws and guidelines as they apply to the library collection.

2.10 Test Proctoring

The Library is not a testing center but it does provide test proctoring service to support long-distance learning students in our community. If it is determined that a proctoring request is unreasonable or its demands are too burdensome to administer, the Library reserves the right to deny this service.

Guidelines

1. The Library does not charge a fee for proctoring. All expenses, including copying and postage, are the responsibility of the test-taker. When a test is to be mailed to the professor/instructor or school, a self-addressed, stamped envelope with appropriate postage must be provided by the school or the test-taker before the test is administered. Copies of completed exams will not be retained by the Library.
2. The Library provides a public computer workstation with word-processing software and internet access for online exams. These workstations do not allow installation of any additional software. It is the test-taker's responsibility to ensure that the Library's computer resources are adequate for their test-taking requirements.
3. The exam or instructions for taking the exam online must be sent to the Reference Librarian at the Library's street address, fax number, or via email. The test-taker must contact the Library, by email, phone, or in-person, at least 48 hours in advance to schedule an appointment to take the test. A member of the Library staff will proctor the test.
4. The Library cannot guarantee quiet conditions for test-taking. The Library does not guarantee that the test-taker will be under observation at all times.
5. Staff will verify the identity of the test-taker by requiring presentation of picture identification before administering the exam. Test-takers should not bring cell phones

or other equipment or materials prohibited by the exam instructions into the Library. If such materials are brought into the Library, they may be left at the Service Desk during the exam; however, the Library is not responsible for these items.

6. Test-takers are responsible for supplying all materials, such as pencils and calculators. Scratch paper is available at the Reference Desk.
7. The Library will not hold tests beyond their expiration dates. If the test has not been taken by that time, it will be destroyed. Once a test is sent via mail, email, or fax and confirmation is received, any original test documents will be destroyed.
8. Library staff will not sign a proctoring verification that attests to any circumstances or conditions that are not accurate in describing the test-taking conditions. When the Library agrees to proctor a test, any staff member in Reference, or any staff member trained and oriented to administer tests, may proctor tests. The library does not guarantee any individual staff person will be the specific person administering the test.

2.11 Tours

Library staff will provide tours of the Library to any group as long as a reservation is made in advance. Individual tours will be provided depending on staff availability and workload. Groups must provide adequate adult supervision for the age group of children. Large groups may be separated into smaller groups for the tour. When making a reservation for a tour, organizers should inform Library staff about their goals for the tour so it can be tailored to fit their needs.

2.12 Homebound Services

The PLEGC provides outreach services to patrons who are unable to come to the Library in-person because of physical disabilities or temporary transportation challenges. The Library reserves the right to limit the number of participants and/or deliveries to homebound patrons.

Service

The homebound service will be coordinated by library staff including the selection of materials for the homebound customer. Delivery to the patron will be through volunteers arranged by the Library, or in partnership with other local volunteer agencies.

Homebound Application

Homebound patrons will be assisted in the application process. Disability verification may be requested, although is usually not required. These patrons will be asked for a reading profile and preferences. These patrons will be contacted on a rotating schedule to determine if they would like more or different library materials and if there are materials that need to be picked up.

2.13 City Directory Information

The PLEGC will give directory information from the City Directory for telephone numbers, addresses, and names as requested to patrons. Neither information on 'nearbys' nor reverse directory information will be given on the phone. Patrons are welcome to use the current City Directory in the Library for their own research. Current copies are kept at the Service Desk and Reference Desk.

2.14 Reconsideration of Library Materials

Library patrons with concerns regarding library materials are encouraged to follow the PLEGC Appeals Process.

2.15 Appeal Process

The Library provides a process for patrons for a review of decisions.

Reconsideration by Director

1. The patron's first step is to fill out a Request for Reconsideration Form available at the Circulation Desk. The form must be sent to the Library Director.
2. Upon receipt of the Request, the Library Director will thoroughly reviewed it with appropriate staff members .At the discretion of the patron and the Director, they may discuss and attempt to resolve the matter.
3. The Director shall render a written decision within 30 days of receipt of the request. The written decision will include an Appeal Form to use to appeal to the Library Board.

Appeal to the Library Board

1. If the patron is not satisfied with the Director's written determination, an appeal may be made to the Library Board by filing an appeal with the City Clerk. The City Clerk will send a copy of the appeal to the Library Director, the Library Board President, and Library Board members.
2. The Library Board will set the matter for hearing, and if necessary, call for a special meeting
3. The Library Board shall consider all relevant information and testimony and render its decision in writing.

2.16 Food and Drink

To promote a welcoming environment, the Library permits the consumption of food and drink at designated locations if these items are consumed responsibly.

- a. Drinks are allowed but only if they are in closed containers.
- b. Food and drinks are not allowed while using library computers.
- c. Library patrons must immediately report spills to staff and dispose of trash in appropriate containers.

2.17 Behavior and Dress Code

All patrons must respect each other, the Library staff, and the Library building, its materials and equipment.

The primary uses of the Library are:

- a. to check out books and other materials for use outside the Library;
- b. to attend a Library Program;
- c. quiet reading, studying, and reflection;
- d. research and information-seeking;
- e. personal computing and use of the internet.

Patrons are expected to dress according to acceptable community standards. Library staff will dress in accordance with the city dress code. The staff will wear the City of Enid badge or if they prefer a library tag with only their first name on it.

All patrons are also required to abide by library policies. All library patrons must correctly identify themselves with their first and last names upon request of any library staff. All noise will be kept to a minimum. Youth will be encouraged to use the Youth Services Department for study and computing. Use of the elevator, restrooms, water fountains, and courtesy phone may be limited if persons are observed to be abusing these privileges. All entrances and exits will be kept clear of people standing or sitting for safety reasons. Yelling, shouting, and rough-housing that disturb patrons and will not be tolerated. Jumping, running, and throwing objects is not allowed. No one may climb on furniture. Patrons not following these guidelines may be asked to leave the Library.

If a child's behavior becomes disruptive, a staff member may:

- a. advise the child to stop the behavior;
- b. inform the child and their caregiver of the Library's policy on behavior;
- c. advise the child and their caregiver that continuing disruptive behavior may result in being banned from the library.

Library staff will enforce these rules and have the authority to deny anyone the use of the library if, in their judgment, the patron in question will not stop the unacceptable behavior. A report will be kept on file to document any patron violations and parents or guardians of youth under 18 will be contacted to inform them of serious or repeat violations. Law enforcement may be called when necessary. Any vandalism or destruction of Library property will result in immediate termination of all library privileges and the matter will be referred to the legal department for further action. The appeal process may be utilized for a denial of library resources and services.

2.18 Children's Safety

Children are welcome library in the library. The library hopes that children will perceive the library as a fun place. A top library priority is providing a safe environment for all children. However, the primary responsibility for the safety and well-being of children using the library rests with the caregivers (parents, assigned guardians, or chaperones) and not with the library.

Unattended Children

Children must be at least 12 years old to be left unattended at the Library. Younger children must be accompanied by a person 15 years or older. Caregivers are to remain in the same area of the Library as their children.

When children become distressed:

- a. the staff member will try to locate the child's caregiver;
- b. the staff member will walk through the Library with the child looking for the caregiver;
- c. the staff member will stay with the child until the caregiver is located;

- d. if no caregiver can be located, or if the Library is closing, the staff member will notify the Enid Police Department;
- e. under no circumstances will a staff member take a child out of the building to transport the child to another location;
- f. when the caregiver is found, they will be given a verbal explanation and a copy of the Library's policy.

Children must be picked up before closing time. If an unattended child has not been picked up 30 minutes prior to closing time:

- a. the Library staff will encourage the child to call their caregiver;
- b. if the caregiver cannot be located by closing time, the Enid Police Department will be notified;
- c. if the caregiver has been contacted and is "on their way," staff members will remain with the child up to 15 minutes after closing time after which the Enid Police Department will be notified;
- d. if the child has been picked up by the Enid Police Department, a staff member will post a note on the door advising the caregiver of the circumstances and state where they can locate the child.

2.19 Lost and Found

Items other than books shall be placed in the lost & found bins in the staff area. These bins shall be cleaned out periodically by the Library staff.

Books not belonging to the Library shall be handled in the following manner:

- a. If possible, ownership of returned books will be determined. They will be called, when necessary books will be mailed to their owners.
- b. Books whose ownership cannot be determined shall be placed on the gift bookshelf. After two weeks, these books will be claimed by the Library Director for processing as gifts.

2.20 Public Relations and Media

The Library recognizes that its product is a combination of books and people; therefore, the staff shall strive to be continually aware of ways and means to relate the Library's collections, programs, and services to patrons.

- a. Library staff shall cooperate in planning and developing the public relations program.
- b. All publicity releases about the Library and its services shall be cleared through the Library Director.
- c. The Annual Report, the budget, and policy statements of the Library shall be publicized in an effective way in order to keep the public properly informed.
- d. The Library Board and Library staff shall utilize every opportunity to speak to groups and individuals about the Library and what it can offer them.
- e. To assist in relating the Library to the public, various communications channels may be utilized.

2.21 Disposal of Library Property

All book, video, multimedia, and other Library materials that are withdrawn from the Library's collection will be evaluated by the Library Director. Damaged items or those in poor condition will be appropriately discarded. Items in presentable condition will be given to the Friends of the Library of Enid, OK for their book sales, or may be placed in the ongoing book sale display in the Library. Items that do not sell after a reasonable period may be disposed of.

All Library office and computer equipment, furniture, and other tangible property that is removed permanently from service must be disposed of according to City of Enid rules and regulations.

2.22 Statistics

Library statistics are an important part of library management. The library is required to submit library statistics, in fulfillment of requirements for grants and other aid, and to document library usage reports multiple times per year. Statistics may be recorded based on actual usage or may be extrapolated based on a sample time period or target survey.

2.23 Library Volunteer Program

The PLEGC Volunteer Program creates opportunities for individuals to perform valuable services for the community through the Library. Nothing in this policy shall be deemed to create a contract between the volunteer and the library. Volunteering is a privilege and the library may use its discretion in determining who, how many and what sort of opportunities to offer and is free to stop an opportunity as well. The Library does not accept court-ordered community service or volunteering as punishment. For volunteers under eighteen years of age, a parent or guardian signature is required before service may begin.

The Library accepts volunteers that are:

- a. persons twelve years old or older;
- b. individuals who have a desire to serve their community through library work;
- c. students participating in volunteer activities as an educational requirement;
- d. individuals participating in work programs provided by community or social service agencies.

Mission and Goals of the Volunteer Program

The mission of the volunteer program is:

- a. to give volunteers opportunities to use their skills to enhance the lifelong learning of patrons and
- b. to assist the Library staff in providing services and service enhancements that otherwise could not be achieved.

The goals of the volunteer program include:

- a. recognizing the accomplishments of the volunteers so that long-term volunteer commitments are encouraged; and
- b. giving volunteers a chance to use their experience and expertise to in a productive way for others in the community.

Recruitment and Supervision of Volunteers

Volunteers will be sought through a variety of methods to meet specific as well as general project needs. Prior to engaging in any activity, each volunteer will be required to submit an application for volunteer work and be interviewed by a supervisory staff member. One staff member will oversee the entire volunteer program.

As representatives of the library, volunteers are responsible for presenting a good image to the community. Volunteers shall dress appropriately for the conditions and performance of their duties. Volunteers will wear a volunteer identification badge while engaged in library business. Volunteers are expected to arrive at the library in time to begin work as scheduled or call the library if they will be absent. All volunteer work must be completed within normal library hours of operation.

Volunteers are asked to keep an accurate record of the hours they work and to log-in on the volunteer sign-in sheet. Documentation of hours completed will be provided upon request. There will be no formal evaluation process for volunteers, but Library staff are encouraged to give feedback, both positive and negative, to Library volunteers to assist them in their work.

In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.

Volunteers may be limited in terms of the type of tasks they are asked to complete and the number of hours they are allowed to volunteer per day or per week. Volunteers may be asked to put items in alphabetical or numerical order, shift items on shelves, dust shelves, empty recycling bins, wipe down books and other items, or assist Library staff in various other tasks. All volunteers must be able to take direction and work independently.

Recognition

Recognition is an important component of a volunteer program and is often the only way in which a library can say thank you to a volunteer. Although individual, informal recognition of volunteers should be ongoing, it is important that volunteers be recognized formally as a group on a regular basis. The library staff will work with the Friends of the Library and the library board to recognize volunteers throughout the year.

Circulation Services

3.1 Eligibility for Library Cards

Any individual with identification and proof of address is eligible for a library card issued without charge. There will be a fee for replacing lost or stolen library cards.

3.2. Registration Guidelines

All individuals issued a library card agree to abide by all library rules and regulations.

An application form must be completed for every person who wishes to borrow materials. Photo identification and proof of current address are required for adult patrons before a full access library card can be issued. Minor children may be added to the library account of either parent. When applying for a library card for a minor, the adult must indicate whether the minor should be granted internet access at the Library. Non-custodial family members acting as temporary caregivers of minor children may add minor children to their library account by completing a Library Card for Minor, non-custodial family member form.

Oklahoma Statutes define a minor as any unmarried person under the age of 18. Emancipated minors are considered legally responsible for their own library materials and are therefore eligible to sign for themselves. Library staff members may request documentation of such status.

A library card entitles the bearer to library rights and privileges. If a patron's card is lost or stolen, the patron is responsible for all materials checked out with the card until the Library is notified of the loss.

3.3 Library Cards for Persons in Group Homes or Homeless Shelters

Arrangements may be made with administrators of group homes or homeless shelters to allow residents to obtain library cards. The organization agrees to be the financially responsible party for residents under age eighteen.

3.4 Other Library Card Types

1. Institution Cards

a. Daycare Center Card

A Daycare Center Card may be issued to any child care facility filing an agreement of responsibility with the Library. The children's programming and services coordinator or designee acts as advisor and delivers materials to the facility.

b. Organizational Card

An Organizational Card may be issued to a non-profit organization upon request. The request must be submitted on the organization's letterhead with a statement of responsibility signed by the chief executive of the organization. The organization must also provide (on letterhead stationary) a list of those who are eligible to use the card/account.

2. Digital Access Card (DAC)

a. Individual Digital Access Card

DACs allow access to parts of the digital library collection. Because DACs do not allow

patrons to borrow physical items, adults can receive a DAC without verification of an address. Adults may also request DACs for minor children in their care. Individual DACs provide access to digital collections and computer access.

b. School-Issued Digital Access Card

The Library partners with Garfield County school districts to provide access to parts of the digital library via school district requested DACs. These DACs are issued to students through their school district and do not include in-library computer use or physical materials.

3.5 Deposit Collections

Deposit collections may be maintained in group-living situations. A Library staff member will act as advisor and deliver materials to the facility. The facility agrees to be the financially responsible party for materials delivered, and may be asked to assist in the collection of usage data.

3.6 Withdrawal of Parental Consent

If a parent or guardian wishes to revoke a child's library card associated with their account, they may do so. The child's card will be changed to inactive when the Library receives the request in writing. The child's account may be reinstated at any time by the parent or guardian. Even so, if brought to the library the child will be able to access materials other than the internet but will not be able to check out materials.

3.7 Standard Loan Rules

Patrons are responsible for materials checked out using their library cards whether the card is used by the owner, or by anyone else.

1. Loan Period
 - a. The circulation period for most items is 21 days.
 - b. DVDs circulate for seven days.
 - c. Reference books and items designated as "non-circulating" may not be checked out.
2. Check-out Limits
 - a. New patrons are allowed two items when the card is issued.
 - b. The standard check-out limit is 50 items per card.
 - c. Popular items such as DVDs, multi-media kits, and audio books may be limited as necessary to ensure fair access for all patrons.
3. Renewals
 - a. Items may be renewed twice for one additional loan period each time. No item may be renewed if it has been reserved for another patron.
 - b. Patrons may request renewal in person, by phone, by email, and through the online systems. Renewal requests will not be accepted through social media accounts. No renewal may be made if an item is more than fourteen days overdue.

3.8 Copyright and Public Performance

Materials borrowed from the Library are for licensed home use only. They are protected under copyright law. Any other use, including copying or performance in public, in whole or in part, is prohibited by law.

3.9 Book Reservations

If a circulating material is checked out, patrons interested in reserving that material may do so. Reservations may be placed on most items but the library has certain items that cannot be reserved. The Library will notify patrons when reserved items are available. Reserved items will be held at the service desk and must be picked up within seven days. Items not picked up within seven days will be returned to circulation.

3.10 Interlibrary Loan

Interlibrary Loan (ILL) allows the Library to borrow materials from other libraries on behalf of patrons. ILL is available to all registered patrons in good standing. Limits may be placed on the number of items checked out and the number of requests allowed through interlibrary loan. Charges for damaged or lost items will be determined by the lending institution.

3.11 Fees and Payments

The Library waives associated fees with overdue materials when the items are returned in library condition. Patrons will be contacted regarding overdue items and outstanding bills. Outstanding charges will also be brought to a patron's attention at the circulation desk. Charges totaling more than five dollars must be paid off in full before additional materials can be borrowed. Partial payment of accumulated charges will be accepted to allow computer access in the library.

3.12 Disputed Returns

For items a patron claims to have returned or claims to have never checked out, a claims returned form should be filled out by the patron and signed. The process will be explained to the patron. A Library staff member will check the shelves on a weekly basis for the material, for a total of six months. The item will continue to be associated with the patron and notices will continue to be sent according to the regular schedule.

If the missing material is located, the item and any associated fine or fees will be removed from the patron's account. If the item is not found after six months, the Library Director will decide whether to charge the patron for the item. Refunds of lost item fees are only made if the item is found and returned in library condition within six months from the date the item is declared lost by the Library. Lost fees which have been paid for items found and returned more than six months after the item is declared lost are not refundable.

3.13 Replacement Charges

Patrons will be charged a replacement fee for materials that are returned damaged or never returned. An item is declared lost when it is sixty days past due. Fees are listed in the Schedule of Fees and approved by the library board and the city manager. A processing fee will also be charged per item. The library retains ownership of the damaged material unless a request is made by the patron to keep the item. The decision to charge the patron will be made by the Library Director.

3.14 Suspension of Privileges

A patron's borrowing privileges will be suspended for the following reasons:

- a. items overdue more than fourteen days;
- b. two or more items reported returned, but still missing within a 12-month period;
- c. \$5.00 or more in outstanding charges;
- d. failure to pay an insufficient check or any overdraft charges within 10 days of notification.

Computer Services

4.1 Public Computers

One of the primary purposes of a library is to provide free access to informational, educational, recreational, and cultural resources to serve the needs of all patrons. Technology in the form of public access computers plays a vital role in fulfilling this purpose.

The Library provides free computer access, including computer workstations, computer equipment, internet access, office and productivity software, the library catalog, electronic databases, and educational games. The Library also provides wireless access to the internet (wi-fi) for people who have their own computers or devices to access many of these same resources.

4.2 Hardware & Software for the Public

The Library provides both hardware and software for public access computing. The Library makes available hardware and software configurations that are affordable within the budget and that can be managed within a multiple user environment. The Library may not always have the newest versions of hardware or software available or the newest updates of add-ons or helper applications. Updates will take place as staff time and the budget allow.

Software loaded on public machines includes packages to manage time allowed on library workstations, printing management, and virus and malware protection. The Library does not provide chat software, newsgroup services or email accounts. No personal data may be saved on library computers. Users are responsible for providing their own data storage devices. The Library does not guarantee that all data storage devices or methods will work with library workstations. No software may be installed on library workstations at any time for any reason.

Laptops and mobile devices may be used in the library at the user's own risk provided the cords do not interfere with walkways or the use of the device does not alter the setup of any library equipment. The Library is not responsible for personal equipment plugged into electrical outlets, inside or outside of the building. The Library is not responsible for any damage or loss of data that may result from the use of equipment, programs or other library materials.

The Library's technology plan sets out a schedule for upgrading and replacing of computer hardware. This plan is reviewed and updated every three years.

4.3 Damage to Patron's Equipment

The Library is not responsible for any damage to patron-owned equipment used to play or view Library materials.

4.4 Equipment Lending Policy

The Library makes some equipment available (for example, e-readers and download devices) to library card holders to assist in research, learning, and literacy development. Equipment is

provided according to availability and items valued at more than \$100.00 will require an additional application form and proof of identity and current address.

The following rules and regulations apply to equipment check-out:

- a. Equipment may be borrowed by adult library card holders (18 years or older) who are in good standing with no fines or overdue items who have had a library account for at least 90 days.
- b. To borrow items valued at \$100 or more, completion of an equipment checkout agreement and presentation of photo identification, in addition to having a regular library card, will be required.
- c. Equipment checkout is for a one-week period.
- d. Equipment may be rechecked one time and must be renewed in person with the equipment in hand by the borrower.
- e. Only one piece of equipment checked out is allowed to be checked out per family at a time.
- f. The user is responsible for all equipment and accessories checked out, including power cords, carry cases, etc.
- g. The Library is not responsible for lost or corrupted files or documents, such as hardware failure or network interruptions. Users wishing to save files they have created or downloaded must back them up to their own personal storage. All user-created files will be wiped clean after the equipment is returned.
- h. Equipment must be returned in person to a staff member at the library's service desk and may not be returned at the book drops.
- i. Failure to return equipment within seven days of the due date after demand has been made for its return will result in a suspension of future equipment checkouts.
- j. The user assumes full responsibility for the cost of repair or replacement in the event that the equipment is lost, stolen, or damaged. The Library will assess equipment damages or loss and charge the user accordingly. Charges may range from \$20.00 to \$1000.00 for full replacement and will include an additional library processing fee of \$25.00 for each item. Charges for partial damage or missing accessories will be determined by the Library Director.
- k. The Library's Internet Use Policy applies to computer equipment use within the library building. Users attest that they have read and will adhere to the policy.
- l. These policies apply to all equipment lent out by the library. Certain equipment may have additional rules or restrictions. Copies of these restrictions will be provided to the patron when applicable.

4.4 Online Databases & Internet Resources

Many library resources include electronic collections, particularly reference sources with large amounts of data or services that lend themselves to interactive use by patrons. These items may be available over the internet free of charge or may require a contract and payment for access.

The Library is committed to providing access to online databases and internet resources as staff time and budget allow, making these available to patrons at no charge. Fee-based resources are often restricted by a contract. The vendor may set up rules, such as access-only from the computers and network within the library building or other authentication

requirements, to ensure that only our library patrons can gain access to the resources. The Library will fulfill all contractual obligations for accessing online resources and will communicate any restrictions or access rules to patrons as clearly as possible. The Library is not responsible for the content within or access methods used with third-party vendors providing online databases or internet resources.

4.5 Internet Use Policy

The Library's internet access is intended primarily as an informational resource. Recreational use is permitted as long as the rules outlined below are followed.

All computer users will be required to have a library card in order to log on to the computers, except visitors to the community and temporary residents. Temporary access will be available for temporary usage. The use of someone else's library card is not allowed and may result in denial of computer access for both parties for an appropriate period of time.

A maximum use of public computers per person, per day is enforced. Extensions of this time limit may be made, if requested, if there are open workstations available. Noise levels at workstations must be kept to a minimum. Headphones may be brought into the Library by patrons or purchased from the Friends of the Library at the service desk. Reservations cannot be made in advance; usage is on a "first come, first served" basis only.

Privacy

The Library encourages the appropriate use of the computers by all users. Since all computer screens may be seen by anyone nearby, the Library does reserve the right to filter sites that it deems to be inappropriate for public viewing. Users should be aware that the internet is not a secure medium and that third parties may be able to obtain information regarding the patron's use of the internet. However, the Library will not release information on the use of specific internet resources by members of the public except as required by law or as necessary for the proper operation of the Library.

User Responsibilities

The user will be required to agree to the policy statement on the screen before access to computer programs is granted. Computers may be monitored periodically for compliance. Anyone that does not to comply with the policy may be denied access for an appropriate period of time. Repeated offenses may result in permanent loss of access to library computers. Unlawful activities will be dealt with in an appropriate manner.

Prohibited activities include:

- a. any activity that violates Oklahoma law;
- b. invasion of the privacy of others;
- c. advertisements or mass mailings;
- d. making any attempt to damage computer equipment or software;
- e. unauthorized copying of copyright-protected materials;
- f. viewing obscene materials;
- g. use of a card other than one's own to obtain internet access.

The Library does not control and cannot monitor the information available and accessed via the internet; therefore, the Library and its staff cannot be held responsible for its content. The Library cannot guarantee that information on the internet is accurate. If requested, Library staff will assist patrons in conducting searches and offer guidance on evaluating sources and verifying information accessed on the internet. Library patrons are encouraged to be critical consumers and to evaluate information carefully.

4.6 Website and Social Networking Policy

Library Website

The Library provides a website that is an extension of the library's information resources and supports its mission to provide customers with timely, accurate sources of information. The library's website is not intended to be open as a public forum.

The website's primary audience is City of Enid and Garfield County residents. The library participates in the development and maintenance of the site, which is provided by the Oklahoma Department of Libraries. All website pages and content are published in compliance with the City of Enid's publishing and style guidelines. The website may include links to public interest information from non-profit organizations, educational institutions, and government agencies, especially those that are unique to the local community. The website may also include links to businesses, internet research tools, or to sites that facilitate the public's access to commonly needed ready-reference information. Links to business or commercial websites, must be reviewed and approved by the Library Director. Links to commercial sites may be made when the Library has determined that sufficient authoritative information of interest to the public is available at no charge and a comparable non-profit, educational, or government agency resource is not available.

Links that are placed on the website must meet the following criteria:

- a. websites should originate from the creating or responsible institution;
- b. material should be up-to-date, preferably with a creation or revision date and contact email address available;
- c. websites maintained by individuals should be closely monitored;
- d. websites with differing points of view should be provided whenever possible when dealing with controversial or polarizing topics; and,
- e. websites will be examined and reevaluated regularly for the quality and validity of information, access, design, and currency of content.

Links that are placed on the website must be regularly maintained and evaluated by the party that placed the link. Library staff will check regularly to ensure that the links remain active and viable. At least annually, all links will be checked to ensure that the content remains accurate, reliable, and timely. Websites that no longer meet the needs of library patrons or that no longer meet the selection criteria will be removed. Customer complaints or concerns about website content will be handled under the PLEGC Appeal Process.

Social Networking Sites

The library may sponsor social media accounts to further its mission. The selected social networking sites are also a place for the public to share opinions about Library-related subjects and issues. Comments are welcome and will reviewed prior to publishing.

Social Networking Acceptable Use

The goals of the library created or sponsored social networking sites are:

- a. to increase the public's knowledge and use of library services;
- b. to promote the value and importance of the library's services among governing officials, civic leaders, and the general public;
- c. to maintain open, professional, and responsive communications with member of the public and the news media.

Social networking by Library staff on behalf of the library:

- a. will be advertised and open to the public;
- b. will not be used for counseling or therapy;
- c. will be respectful and consistent with library policy;
- d. is restricted to Facebook, YouTube, Twitter, and Instagram; and
- e. Zoom may be available for adult programs, or in-house programming for minors.

Library resources will not be used to promote private social media accounts or platforms.

Publicly posted information will be professional and reflect constructively on the library, its staff, volunteers, and services. Staff shall check facts, cite sources, present balanced views, acknowledge and correct errors, and check spelling and grammar before publishing any posts. The library reserves the right to not publish or share every posting, or to later remove it.

Comments from the Public

Comments from the public will be moderated by the Library. The PLEGC will remove or block messages or postings that it deems, in its sole discretion, to be abusive, obscene, defamatory, in violation of the copyright, trademark, or other intellectual property right of any third party. However, the Library is not able to moderate the sites twenty-four hours a day and will not be responsible or liable for content posted by the public. By posting a comment, individuals agree to indemnify and defend the library, the City of Enid, Library Board members, and staff from and against all liabilities, judgements, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content posted by customers. Forums and messaging may not be used for commercial purposes or for organized political activity. If an individual's is not consistent with these restrictions they will be blocked from the sites.

Collection Policies

5.1 Authority and Responsibility for Selection

The purposes of these collection policies are to guide staff and to inform the public about the principles on which selection is based. Responsibility for selection of materials initially rests the Library Director. The Library Director may further delegate this responsibility to selected professionals and other staff members. The Library welcomes suggestions from patrons, either in writing or by electronic means about the selection of new materials.

5.2 Collection Objectives

The objective of collection development is to create a library of materials to fill the community's needs for informational and recreational materials for reading, learning, and enjoyment. Materials in a variety of formats are selected to maintain a balanced collection. The aim is to provide a balanced and wide collection given the constraints of space, time, and funding.

Topic/Audience

The Library maintains Adult, Youth, Oklahoma, Reference, and Government Documents collections.

1. Adult

Materials for the adult collection are selected to meet the informational and recreational needs of adults.

2. Youth

The Youth collection includes early childhood, juvenile, and young-adult sections.

3. Oklahoma, Local History, and Genealogy

The Library maintains regional history and family history collections. Selection criteria include general criteria as applied to the state and the region. However, materials of interest to northwest Oklahoma are heavily emphasized.

4. Reference

A non-circulating collection of materials to meet the informational needs of the community is maintained in both the adult and juvenile collections.

5. Government Documents

The Library is a selective member of the Federal Depository Library Program. State of Oklahoma documents are also maintained.

Format

The Library collects materials in a variety of formats. Materials in new formats will be purchased when feasible.

1. Print Formats

- a. Books

- i. Non-Fiction: Materials on general subjects are preferred unless there is a demonstrated need for a more in-depth treatment of a particular topic.

- ii. Fiction: Materials used for recreation and entertainment are a major component of the collection and shall be representative of the community
- 2. Serials
Periodicals and newspapers are used for information not found in other sources and are intended for reference purposes, recreational reading, and to add balance to the collection.
The use of sequential art in storytelling is literature. Graphic novels will be included in the collection.
- 3. Non-Print Formats
 - a. Videos
Videos are provided to add depth to the Library's overall collection. The Library provides videos that complement the general subject treatments found in the print collection and popular videos for recreation and entertainment.
 - b. Audio Recordings
Audiobooks are a valid form of reading and as such are appropriate for the collection.
- 4. Multimedia Kits
Toys and puzzles that build reading abilities are provided. Print and audio kits are maintained in the Youth collection.
- 5. Electronic Resources
Computers with learning software are provided in the Youth area of the Library. Internet access is also provided throughout the Library. Access to electronic information resources will be provided using the General Criteria for Selection and as the budget allows.

5.3 Criteria and Selection Aids

General Criteria for Selection

The following criteria are used when selecting an item, whether the item is purchased or donated. An item need not meet all the criteria listed:

- a. current and anticipated interests and needs of the public;
- b. accuracy of the information;
- c. favorable reviews in library and other review sources;
- d. author, artist, or publisher reputation;
- e. social significance;
- f. scarcity of material in the collection on this topic;
- g. quality of the material;
- h. availability of funds.

Controversial Works

Selection is based on the total work and not on the presence of words, phrases, or situations which in themselves might be objectionable. Serious works are not excluded because of frank language. The Library strives to provide works presenting different points of view which enables individuals to make up their own minds about important questions. Works will not be excluded because of the political, moral, ethical, religious, racial, or national views of the author. Works will not be included which are directed toward youth that contain obscenity or

content that is harmful to minors. Inclusion of a work is not an endorsement of the work by the Library, the Library Board, or the City of Enid for the viewpoints expressed in the work.

Selection Aids

Libraries use a variety of sources to aid in the selection of materials. The Library may use professional journals, book review periodicals, popular media outlets, peer recommendations, vendor selection aids, or patron requests in the selection of materials. The sources used will be reviewed periodically and adopted or discarded as Library staff deem necessary.

5.4 Special Collections

The Library maintains two special collections; one for Oklahoma and local history, and another for genealogy and family history research.

The Library attempts to provide resources for research purposes in the Oklahoma Collection. These resources shall relate to Enid and the northwestern Oklahoma area within the confines of Alfalfa, Garfield, Grant, Major and Woods counties. The items in this collection may also include information about the State of Oklahoma or materials produced by noted Oklahomans outside the five specified counties. Topics of widespread interest in the State of Oklahoma may be collected for their historic information.

The Genealogy Collection contains many resources donated to the Library by the Garfield County Genealogical Society as well as other local organizations and residents. Family history research is not limited to local or regional resources, so this collection may contain resources originating from many different sources within the scope of this area of research.

Criteria for Special Collections

Items may be purchased or donated to the Library with the understanding that the following criteria will be used for evaluation to determine whether the item is appropriate for inclusion in the Oklahoma or Genealogy Collections:

- a. Items must be about Oklahoma or written by an Oklahoman. Because of limited space, Oklahoma authors from Alfalfa, Garfield, Grant, Major and Woods counties may be collected; only noted or prominent authors from other parts of Oklahoma will be collected.
- b. General Oklahoma history books may be included.
- c. Resources in the areas of local, regional, national, and international family history research may be collected.
- d. Materials of specific historic value to researchers may be included in the collections, even if their age or condition is less than optimal.

5.5 Replacements & Duplicates

While the Library collects replacement fines for lost or damaged items, the Library is under no obligation to purchase an exact or similar replacement title with these funds. The collection changes over time, along with public demand for an item. Generally, the Library will not accept a replacement item from a patron in lieu of payment, except when arranged in advance and approved by the Library Director.

The Library operates with a limited materials budget. Duplicate titles will only be purchased when demand is sufficient to warrant the expense. If a donated item is a duplicate of one already in the collection, it may be added based on demand for or the condition of the existing title.

5.6 Inventory

Inventory of the Library collection will be conducted at least every five years or at the discretion of the Library Director. The Library may be closed to the public for no more than three (3) days during the inventory process if it is determined that closing would make the process more efficient. Library management staff will analyze inventory data and an inventory report will be presented to the Library Board and City of Enid management.

5.7 Weeding

The Library's collection is maintained through a careful evaluation of the materials. This evaluation is performed by the Library Director or designee. Weeding, a process of selecting items for withdrawal from the collection, is a necessary and regular part of collection maintenance. Weeding is an ongoing process. Materials are replaced if necessary, and if possible. Materials removed from the collection are discarded or forwarded to the Friends of the Library for inclusion in their book sale. The Library Director will provide a list of weeded materials to the Library Board.

The process of acquiring items for the Library's collection is one that spans both the public services and technical services areas of the Library. Items may be acquired by donation or purchase. Staff assigned to acquisitions tasks are charged with making sure items donated or purchased are received and sent to be added to the collection and processed for the shelves in a timely manner. Acquisitions staff monitors title requests from patrons, looking to see if the Library already owns a title and seeking the most cost-effective way to fill requests.

APPENDIX

Appendix I

Obscenity

Obscene material means and includes any representation, performance, depiction or description of sexual conduct, whether in any form or on any medium including still photographs, undeveloped photographs, motion pictures, undeveloped film, videotape, optical, magnetic or solid-state storage, CD or DVD, or a purely photographic product or a reproduction of such product in any book, pamphlet, magazine, or other publication or electronic or photo-optical format, if said items contain the following elements:

- a. depictions or descriptions of sexual conduct which are patently offensive as found by the average person applying contemporary community standards,
- b. taken as a whole, have as the dominant theme an appeal to prurient interest in sex as found by the average person applying contemporary community standards, and
- c. a reasonable person would find the material or performance taken as a whole lacks serious literary, artistic, educational, political, or scientific purposes or value.
- d. Sexual conduct means and includes any of the following: acts of sexual intercourse including any intercourse which is normal or perverted, actual or simulated; acts of deviate sexual conduct, including oral and anal sodomy; acts of masturbation; acts of excretion in a sexual context; acts of exhibiting human genitals or pubic areas; or acts of sadomasochistic abuse including but not limited to:
 - i. flagellation or torture by or upon any person who is nude or clad in undergarments or in a costume which is of a revealing nature, or
 - ii. the condition of being fettered, bound, or otherwise physically restrained on the part of one who is nude or so clothed.

Harmful to Minors

Harmful to minors means: any description, exhibition, presentation or representation, in whatever form, of inappropriate violence; and that quality of any description, exhibition, presentation or representation, in whatever form, of nudity, sexual conduct, sexual excitement, or sadomasochistic abuse when the material or performance, taken as a whole, has the following characteristics:

1. the average person eighteen years of age or older applying contemporary community standards would find that the material or performance has a predominant tendency to appeal to a prurient interest in sex to minors, and
2. the average person eighteen years of age or older applying contemporary community standards would find that the material or performance depicts or describes nudity, sexual conduct, sexual excitement or sadomasochistic abuse in a manner that is patently offensive to prevailing standards in the adult community with respect to what is suitable for minors, and
3. the material or performance lacks serious literary, scientific, medical, artistic, or political value for minors.

Inappropriate violence means any description or representation, in an interactive video game or computer software, of violence which, taken as a whole, has the following characteristics:

- a. the average person eighteen years of age or older applying contemporary community standards would find that the interactive video game or computer software is patently

- offensive to prevailing standards in the adult community with respect to what is suitable for minors, and
- b. the interactive video game or computer software lacks serious literary, scientific, medical, artistic, or political value for minors based on, but not limited to, the following criteria:
 - i. is glamorized or gratuitous,
 - ii. is graphic violence used to shock or stimulate,
 - iii. is graphic violence that is not contextually relevant to the material,
 - iv. is so pervasive that it serves as the thread holding the plot of the material together,
 - v. trivializes the serious nature of realistic violence,
 - vi. does not demonstrate the consequences or effects of realistic violence,
 - vii. uses brutal weapons designed to inflict the maximum amount of pain and damage,
 - viii. endorses or glorifies torture or excessive weaponry, or
 - ix. depicts lead characters who resort to violence freely.