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**5000.0 LIBRARY OPERATION**

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5010.0 Hours

**Peninsula Center Library**

Monday through Thursday	10:00 a.m. - 8:00 p.m.*
Friday	10:00 a.m. - 6:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	1:00 p.m. - 5:00 p.m.

8 p.m. closure effective through June 30, 2010.

**Malaga Cove Library**

Monday	10:00 a.m. - 5:00 p.m.
Tuesday	10:00 a.m. - 5:00 p.m.
Wednesday	10:00 a.m. - 5:00 p.m.
Thursday	10:00 a.m. - 5:00 p.m.
Friday	10:00 a.m. - 5:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	Closed

**Miraleste Library**

Monday	11:00 a.m. - 6:00 p.m.
Tuesday	11:00 a.m. - 6:00 p.m.
Wednesday	11:00 a.m. - 6:00 p.m.
Thursday	11:00 a.m. - 6:00 p.m.
Friday	11:00 a.m. - 6:00 p.m.
Saturday	10:00 a.m. - 5:00 p.m.
Sunday	Closed

*Revised May 12, 1988; Revised November 1, 1991; Updated July 16, 1993; Updated November 10, 1994; Updated March 9, 1995; Updated April 13, 1995; Updated August 5, 1995; Updated January 11, 1996; Updated June 13, 1996; Revised April 10, 1997; Revised December 11, 1997; Revised February 1999; Last Reviewed January 1999; Revised May 1, 1999; Last Reviewed June 8, 2000; Updated September 8, 2000; Updated May 10, 2007; Revised February 19, 2009; Updated June 11, 2009*

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5015.0 National Days of Mourning

The Board of Library Trustees authorizes the Director, in the event that the President of the United States declares a national day of mourning, to close library facilities on that day.

*Approved January 13, 1973; Revised December 12, 1991; Last Reviewed June 11, 2009*

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## 5020.0 Library Use

### 5020.1 Eligibility

- A. WHEREAS the Board of Library Trustees supports the concept that all people of the state have free and convenient access to all library resources and services;

BE IT RESOLVED that the Palos Verdes Library District will extend to all residents of the State of California the same borrowing privileges available to the residents of the Palos Verdes Library District.

Out-of-state visitors may be issued with a temporary Visitor's Card provided they are able to meet the identification requirements listed below. Visitors Cards will be valid for no more than three months.

*Adopted January 9, 1969; Revised July 9, 1987; Revised December 13, 2007; Last Reviewed June 11, 2009*

#### B. Identification Requirements

1. Adults must show photo identification and proof of current address. Acceptable identification includes any of the following:
  - i. Government-issued photo identification showing current address (such as a Driver's license or state identification card) OR
  - ii. Photo identification that does not show current address **and** additional proof of current address (such as a current utility bill, bank statement, or credit card bill showing name and current address).
2. Minors (under 18 years of age): parent or legal guardian must be present to show identification required (described above) and to sign the library card application form and the minor's library card before the card will be issued to the minor.

Exception to the above: minors visiting the library on a supervised class trip may obtain a library card if the teacher or scout leader in charge of the group has obtained a completed library card application form from the parents or legal guardians prior to the library visit.

3. California residents may apply for a library card via PVLDD's website and will be issued a card that is limited to use of PVLDD's online services. Such cardholders will not be allowed to borrow library materials unless they meet the identification requirements in section 5020.1.B above.

#### C. Library Card Renewals

All library cards will be verified one year from activation date. Patron verifications are accomplished in one of two ways.

1. If the patron record is still in the database, staff will verify the patron's personal information and reactivate the card.
2. If the patron record has been deleted from the database a new application is required per Policy No. 5020.1.B (Identification Requirements).

*Adopted January 9, 1969; Revised July 9, Revised September 8, 1994; Revised April 11, 1996; Revised June 13, 1996; Revised July 13, 2000; Revised April 11, 2002; Revised December 13, 2007; Last Reviewed June 11, 2009*

5020.2 Borrowing Privileges

A. Loan Periods and Fees:

Type of Material	Loan Period	Loan Fee	Renewal Policy	Overdue Fee
New movies	2 days	\$2 per 2 day loan	May be renewed for two additional days (Maximum total loan = 4 days)	\$1 per day
“Non-new” movies, adult audiobooks,	7 days, but may be checked out for up to 4 weeks	\$1 per 7 day loan	May be renewed for two additional 7 day periods (Maximum total loan = 42 days)	\$1 per day
Video games	7 days, but may be checked out for up to 4 weeks	\$2 per 7 day loan	May be renewed for one additional 7 day period (Maximum total loan = 35 days)	\$1 per day
Rental Books	7 days, but may be checked out for up to 4 weeks	\$2 per 7 day loan	May be renewed for one additional 7-day period (Maximum total loan = 35 days)	\$0.30 per day
New books	14 days	None	May be renewed for two additional 14 day periods (Maximum total loan = 42 days)	\$0.30 per day
All other materials	21 days	None	May be renewed for 2 additional 21 day periods (Maximum total loan = 63 days)	\$0.30/day

B. The maximum Overdue Fee for any item is the cost of the item.

C. The Replacement Fee for items which are lost or damaged beyond reasonable repair will be the cost of the item **plus** a processing fee for labor and materials as follows:

Paperback books and periodicals - \$5.00

All other items - \$20.00

D. A fee of \$1.00 will be charged for items placed on hold but not collected.

E. Items on which holds have been placed by another patron may not be renewed.

F. Borrowers are limited to thirty (30) items, (exception: limit three (3) new movies/s and ten (10) other movies)

G. Borrowers may request an extended “vacation loan” for all items with a 21-day loan period, provided the extended loan does not exceed the maximum loan period of 63 days, and provided there are no holds on the item.

- H. All materials labeled “Reference” must be used in the library. Reference materials shelved behind the Reference Desk may be borrowed for in-library use by leaving valid identification at the Reference Desk. Unauthorized removal of any reference materials from the Library may be considered theft under the California State Penal Code, Section 490.5, and offenders may be subject to prosecution.

*Adopted January 13, 1983; Revised July 12, 1990; Last Reviewed April 11, 2002; Revised December 13, 2007; Revised August 14, 2008; Revised May 14, 2009; Revised June 11, 2009; Revised November 12, 2009; revised February 11, 2010*

- I. Teachers who provide proof of current employment in a teaching position at a school (including pre-schools), college or university may apply for a teacher loan card.
- This card must be updated annually.
  - Teachers may check out up to 45 items.
  - Teachers with an up to date teacher loan card may borrow juvenile and adult print materials for a period of 6 weeks. Limits on high demand items and formats may apply.
  - Items borrowed on a teacher loan card may be renewed one time for a period of 3 weeks. Items on which holds have been placed by another patron may not be renewed.
  - movies borrowed on a teacher loan card are exempt from video fees. Movies borrowed on a teacher loan card have the standard PVLDD loan period of two days or seven days.
  - All other usual fees apply to items checked out on teacher loan cards.
  - The teacher, not the school, is responsible for all items and fees borrowed on a teacher loan card.

*Adopted October 20, 1965; Revised January 30, 1986; Revised June 11, 1992, Revised May 12, 1994; Revised October 9, 1997; Revised April 11, 2002; Revised November 13, 2003; Revised May 13, 2004; Revised February 10, 2005; Revised April 14, 2005; Revised August 9, 2007; Revised August 14, 2008; Last Reviewed June 11, 2009*

#### 5020.3 Refund Policy for Paid Material Returned

The District will refund the cost of an item, less any processing fees, if returned within six (6) months of the date the item was originally due. Appropriate documentation such as a receipt for processing fees must accompany request for a refund. The District will not refund processing fees related to the item.

*Adopted August 9, 1990; Revised November 14, 1991; Revised November 12, 1992; Revised June 10, 1993; April 14, 1994; Revised May 12, 1994; Revised June 9, 1994; Updated November 10, 1994; Revised May 11, 1995; Revised December 12, 1996; Revised October 9, 1997; Last Reviewed January 1999; Revised August 12, 1999; Revised June 8, 2000; Revised August 9, 2001; Revised April 11, 2002; Revised November 10, 2005; Revised January 12, 2006; Revised December 13, 2007; Revised February 14, 2008; Last Reviewed June 11, 2009*

#### 5020.4 Use of Collection Agency Services

Recognizing that it is in the best interest of the District and community to assure that library materials are returned promptly so that others may benefit from their use and that costs are associated with the notification and collection of overdue materials, the District utilizes the services of a collection agency in its efforts to assure the return of materials and collection of fees. All contracts entered into for purposes of collection must be approved by the Board. Delinquent accounts with a balance exceeding \$25.00 will be sent to the collection agency. An additional \$20.00 processing fee will be added to the patron record each time an account is sent to the collection agency.

*Adopted August 11, 1994; Revised July 10, 1997; Last Reviewed April 11, 2002; Revised December 13, 2007; Revised June 11, 2009*

## 5020.5 Withdrawal of Library Privileges

If an individual owes \$5.00 or more in fees, his or her borrowing privileges will be suspended until the account balance falls below \$5.00.

*Adopted October 20, 1965; Revised January 30, 1986; Revised June 11, 1992, Revised May 12, 1994; Revised October 9, 1997; Revised April 11, 2002; Revised December 13, 2007; Revised June 11, 2009*

## 5020.6 Behavior

### A. Removal from Library

Any behavior in the Library or on the grounds which interferes with the use of the Library by others or which endangers property or persons is reason for immediate removal from the premises at the discretion of the Library staff or security officer. Any individual or group engaging in such behavior may be asked for identification. Repeated incidents may result in the suspension of borrowing privileges and/or the suspension from using the library facilities.

*Adopted December 9, 1982; Revised December 10, 1987; Revised June 11, 1992; Last Reviewed June 11, 2009*

### B. Monitors

The hiring of monitors (security officers) has been approved by the Board to ensure an atmosphere in the Library which allows all patrons the freedom to pursue their tasks and interests with a minimum of disturbance and allow staff to carry out their assigned duties without having to maintain order.

*Adopted December 9, 1982; Revised December 10, 1987; Revised June 11, 1992; Last Reviewed June 11, 2009*

## 5020.7 Unattended Children

The Palos Verdes Library District as a public institution, is devoted to serving the needs of patrons of all ages. The Library staff, however, cannot assume responsibility for the safety and conduct of children left unattended. Parents are advised that:

1. Children aged nine and under shall be attended and adequately supervised by a responsible person (parent, guardian, other caregiver, or mature adolescent, age fourteen or older). The responsible person must remain in the immediate vicinity of the child at all times and is responsible for the child's activity and behavior during their entire visit.
2. If a child in this age group is found unattended, Library staff will attempt to locate the parent/caregiver in the Library and inform him/her of the policy. If the parent/caregiver is not found within fifteen (15) minutes, the child will be asked for names and phone numbers of people who can pick him/her up at the library. If no responsible adult is reached or the child is not picked up within fifteen (15) additional minutes, Library personnel may notify the sheriff/police to assume custody of the child. The child will be required to sit in a monitored location until the parent/guardian/other designated adult or the police pick him/her up.
3. At Library closing time, children ages twelve and under who do not have transportation home will be asked for names and phone numbers of people who can pick them up at the Library. If no responsible adult is reached, or the child is not picked up within fifteen (15) minutes after the Library closing, Library personnel may notify the sheriff/police to assume custody of the child. Two staff members will wait with the child until the parent/guardian/other designated adult or the police pick him/her up.

4. Young people ages thirteen through seventeen are treated as adult users. However, they are still legally the responsibility of their parents and should have emergency contact information available.

*Adopted July 9, 1987; Revised November 13, 2003; Last Reviewed June 11, 2009; Revised April 8, 2010*

#### 5020.8 Peninsula Center Study Rooms

The library has eight study rooms (A-H) for 1-3 people and four study rooms (J-M) for 3-6 people. Users will be required to register at the Circulation Desk and provide a valid library card in order to use a study room. Rooms are reserved for two hours. If there is no reservation for a room, the user can request an additional two hours. Posted guidelines are to be followed when using the rooms. Failure to comply with this policy may result in loss of study room or library privileges. The library cardholder will be responsible for the cost of labor and materials to repair damage.

*Adopted March 9, 2006; Revised October 12, 2006; Revised August 9, 2007; Revised November 8, 2007; Revised June 11, 2009; Revised September 10, 2009*

#### 5020.9 Copyright Regulations

Copying of any library material owned by the District, including books, periodicals, newspapers, phonodiscs, audiotapes, videotapes and information in any form is governed by United States copyright law. The following notice is to be posted in all District libraries:

NOTICE  
WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

*Adopted July 12, 1990; Revised June 11, 1992;; Revised December 13, 2007; Last Reviewed June 11, 2009*

#### 5020.10 Computer Use

##### A. General

In accordance with its Vision and Mission, the Palos Verdes Library District (PVLDD) is committed to providing our diverse Palos Verdes community with access to educational, informational, recreational, and cultural resources. This includes access to computer workstations and to the vast array of electronic resources available through the Internet.

All computer users will be required to read and consent to PVLDD's Computer and Internet Use Policy. Parents or guardians of minor children will be required to accept responsibility for their children's compliance with this policy.

A valid Palos Verdes Library District library card is required to access PVLD's public computer workstations other than workstations dedicated to the library catalog and subscription databases (which do not have Internet access). Computer access for those without a valid PVLD library card (e.g. a visitor to the area) can be arranged upon request.

Users may reserve one computer session per day. Reservations must be made in the library and may only be made on a "same day" basis. Users may be allowed additional computer time if available. Session lengths will be established by staff to reflect demand and usage patterns for PVLD's branches and departments and are subject to change.

Computer privileges may be suspended in accordance with the provisions of PVLD's policy on Withdrawal of Library Privileges (5020.5) or as a result of failure to comply with the provisions of this policy.

The library's computer workstations are set up for use by a single individual. In limited circumstances, such as a parent/guardian with children or two people working on a project or assignment, two or more people will be allowed to work together at a single workstation. If an individual or group creates a disturbance or interferes with the use of the library by others they will be asked to correct the behavior or to leave the computer area.

#### B. Internet Access

The Internet is a vast and unregulated medium. PVLD has limited control over the information, images, and commentary available through the Internet and is not responsible for the accuracy, authority, or timeliness of the content. Further, PVLD cannot protect users from images or information that they might find offensive or disturbing.

PVLD uses commercially available filtering technology on all library computers with Internet access. Filtering is intended to prevent access to illegal visual materials of an obscene or sexually explicit nature, including material considered Harmful to Minors under the California Penal Code (section 313.3) or prohibited under the Children's Internet Protection Act (CIPA) (Sec. 1701-1741 of Title XVIII of the United States Code).

Library users age 17 or older may elect Restricted (filtered) or Full (unfiltered) Internet access. Parents or guardians of children aged 16 and below may select either Restricted (filtered) or Blocked (no Internet) access to the Library's Internet computers for their children. Filtering technology is imperfect. No filtering software can block 100% of potentially illegal sites and legitimate sites may be blocked. Children aged 16 or under who wish to view a blocked website for lawful purposes must have parental permission on a case-by-case basis.

Parents and legal guardians have the responsibility to oversee their child's exposure to and use of the Internet. Parents and children are encouraged to read "Child Safety on the Information Highway" which is available from any library service desk, to seek guidance from Library staff, to visit the "Kids" section on the PVLD website ([www.pvld.org](http://www.pvld.org)) for access to resources appropriate for children, and to visit [www.safekids.com](http://www.safekids.com) and [www.netsmartz.com](http://www.netsmartz.com) for information on Internet safety for children.

The Palos Verdes Library District reminds users that its computers are located in public areas shared by people of all ages and backgrounds. Computer users must be considerate and respectful of other library users, and especially mindful of children in the library, particularly when accessing information or images that others may find offensive.

Library and computer user information is kept confidential in accordance with PVLD's policy on Confidentiality of Library Records (2020.7).

### C. User Responsibility

All computer users are expected to use this resource in a manner consistent with the purposes for which it is provided and in accordance with the policies, procedures, and guidelines established by PVLD. Responsible use of PVLD's computers and the Internet includes:

- Refraining from illegal or unethical use, including violation of federal, state, or local laws and regulations
- Respecting intellectual property rights, copyright laws, and software licensing agreements by making only authorized copies of copyrighted or licensed software or data
- Respecting the privacy of others
- Not representing oneself as another user
- Not attempting to modify or gain access to files, passwords, or data belonging to others
- Not seeking disallowed access to any computer system ("hacking") via the Internet
- Refraining from damaging or altering the configuration of the equipment or any software or data residing on that equipment or on the Internet
- Refraining from the deliberate propagation of destructive processes such as computer "worms," "viruses," and "trojan horses"

Failure to comply with these guidelines will result in loss of computer and/or library privileges and possible prosecution.

*Adopted March 8, 2006; Revised October 9, 2008; Revised April 8, 2010*

### D. Website Privacy Statement

#### General information

Individual visits to electronic services are logged automatically by servers and software programs are used to summarize data from those visits. The data summaries do not identify individual visitors by name. Server logs and statistical summaries are reviewed to learn how to improve Web site content, online services, and better manage network traffic and troubleshoot server problems.

#### Personal information

Patrons may submit their names, e-mail addresses, postal addresses or telephone numbers in order to receive library services, such as email updates regarding your account, registering for library cards, ordering materials, email newsletters and receiving personal responses to questions. The Library does not distribute information to outside companies or organizations unless legally required to do so. Members of the public may be mentioned by name on the Web site, for example, in public meeting agendas and minutes, library event descriptions or photos, as bidders on public projects or as contributors to Web page content.

### Cookies

Cookies are small text files placed on user computers by a Web site to enable customization of individual visits. Some Library electronic services, such as the Library Catalog and remote databases, place temporary cookies for current sessions. These cookies do not capture personal information or compromise visitor privacy, and are deleted when sessions are ended. Visitors can refuse the cookie by using instructions provided in browsers, which may result in an inability to access some library services from computers outside the Library.

### Security

The Palos Verdes Library District has taken reasonable steps to safeguard the integrity of its data and prevent unauthorized access to information it maintains, including but not limited to authentication, monitoring, and auditing. Security measures have been integrated into the design, implementation and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. These measures are intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

### Outside Websites

The Library's Web site includes selected links to outside sites. Those sites may have different privacy statements and the Library's notice does not apply. The Library is not responsible for protecting personal information gathered by outside Web sites.

*Adopted July 13, 2006; Reviewed June 11, 2009*

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## 5040.0 Policies Regarding Library Materials

### 5040.1 Selection of Materials

The Board of Library Trustees, recognizing the pluralistic nature of this community with the varied backgrounds and needs of all its patrons, hereby adopts the following principles and practices as the Library Materials Selection Policy.

- A. The Library Bill of Rights, the Intellectual Freedom Statement, the Statement of Labeling and the Freedom to Read Statement of the American Library Association are fundamental to this policy.
- B. The Library is considered a resource of thought, opinion and expression of humankind, and as such, materials in its collection are inclusive rather than exclusive.
- C. Library materials are primarily chosen for values of interest, proven or potential, information and enlightenment of all people of the community. Secondary considerations include availability, cost, the amount of similar materials already in the collection and the extent to which the materials may be available elsewhere in the community or in the Metropolitan Cooperative Library System.
- D. The schools provide books and related materials which support the curriculum, therefore the Library does not purposely duplicate materials used in the community's schools.
- E. Library materials selection shall be vested in the District Director and under his or her direction such members of the staff who are qualified by reason of education or training. Any library materials so selected shall be held to be selected by the Board of Trustees.

- F. Discriminating use of library materials is purely an individual matter, and while everyone is free to reject for themselves materials which they do not approve, they shall not be allowed to impose their personal taste in restricting the freedom to access of library materials for others.
- G. As an institution devoted to the dissemination of the knowledge of humankind and adhering to the right of all patrons to free access of library materials, the Library does not wish to be placed in the position of interfering with the right of parents or guardians to determine their children's selection of materials. Any restriction to access of library materials shall be the sole responsibility of a child's parent or guardian.
- H. The Library does not place materials on "closed shelves" to protect the public from the content of the material. Other than reference materials, the only items of limited access are those which themselves need protection because of cost, frequency of use, susceptibility to loss or damage, and fragility or physical format unsuited to heavy use.
- I. Gifts of library materials or funds to enrich the Library's collection are welcome. The principles and practices set forth here are applied to all materials proffered. The Library reserves the right to accept or refuse any conditions placed upon gifts of materials or funds.

*Adopted August 9, 1990; Last Reviewed June 11, 2009*

#### 5040.2 Disposal of Library Materials

Disposal of library materials is a normal and on-going part of library operations. Library materials are items in the collection for use by the public including, but not limited to, books, periodicals, videocassettes, compact discs and audiocassettes. Although the Director and his/her designee make the ultimate decision regarding disposal/retention of library materials, consideration needs to be given to

- suitability of item(s) to other locations,
- availability of item(s) at other locations, and
- the necessity of repurchasing the item(s) now or in the future.

The specific library "weeding" policy is available in Administration. All deselected library materials are considered for sale by the Friends of the Library.

*Adopted June 8, 2000; Last Reviewed June 11, 2009*

5050.0 Fines and Fees

Type	Circulation Fee	Overdue	Maximum Fine	Charge for Lost or Completely Damaged
<b>Books, Circulating</b>	No charge	30¢ per item per day	Price of item (plus a \$20.00 processing fee)	Price of item (includes a \$20.00 processing fee)
<b>Books, Reference (non-circulating)</b>			If not returned to Reference Desk before library closes, patron charged price of item (plus a \$20.00 processing fee.)	
<b>Books, Rental</b>	7 days: \$2.00 Limit: 4-weeks	30¢ per item per day	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)
<b>Compact Discs</b>	No charge	30¢ per item per day	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)
<b>Adult and Young Readers Pamphlets/Pictures</b> (vertical file materials)	No charge	15¢ per item per day	Price of item (plus a \$5.00 processing fee)	Price of item (plus a \$5.00 processing fee)
<b>Paperbacks</b>				
Adult	No charge	30¢ per item per day	Price of item (plus a \$5.00 processing fee)	Price of item (plus a \$5.00 processing fee)
Young Readers	No charge	30¢ per item per day	Price of item (plus a \$5.00 processing fee)	
<b>Periodicals</b>				
Adult	No charge	30¢ per item per day	Price of item (plus a \$5.00 processing fee)	Price of item (plus a \$5.00 processing fee)
Young Readers	No charge	30¢ per item per day	Price of item (plus a \$5.00 processing fee)	
<b>Recordings/Cassettes/CD's</b> (inspected for damage)				
Young Reader Kits	No charge	30¢ per item per day	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)
Audio Books	\$1 per item per week	30¢ per barcode per day	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)
<b>Videocassettes/DVD</b>	new features: (limit 3) 2 day \$2.00/title others:(limit 10) 7 days: \$1.00/title	\$1 per item per day	Price of item (includes a \$20.00 processing fee)	Price of item (includes a \$20.00 processing fee)
<b>Interlibrary Loan Material</b>	\$2.00 per request	\$5 for non-pick-up; \$3 per day overdue	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)
<b>Local History Room Negatives</b>	No charge	\$2 per item per day	Price of item (plus a \$20.00 processing fee)	Price of item (plus a \$20.00 processing fee)

*Adopted August 9, 1990; Revised November 12, 1992; Revised January 14, 1993; Revised June 10, 1993, Revised April 14, 1994; Updated November 10, 1994; Revised May 11, 1995; Revised December 12, 1996; Last Reviewed January 1999; Revised August 12, 1999; Revised June 8, 2000; Revised July 13, 2000; Revised February 21, 2001; Revised August 9, 2001; Revised April 11, 2002; Revised November 13, 2003; Revised April 8, 2004; Revised February 10, 2005; Revised July 13, 2006; Revised November 14, 2008; Revised May 14, 2009; Revised June 11, 2009*

## 5050.1 Charges for Damaged and Lost Materials

These are default prices for generic items (not in database and never will be), or those items with no price in the bibliographic record. Prices include average cost of item and a processing fee of \$3.00 for pamphlets, mounted pictures, magazines, and paperbacks, and \$15.00 for books, Local History Room negatives, and other materials. There is no charge for repairable items.

<b><u>Books:</u></b>		<b><u>Microfiche</u></b> (per sheet)	\$12.00
Adult fiction	\$38.00	<b><u>Microfilm</u></b> (per roll)	\$50.00
Adult non-fiction	\$65.00	<b><u>Miniscore</u></b>	\$30.00
Young Readers fiction	\$35.00	<b><u>Negatives,</u></b>	
Young Readers non-fiction	\$35.00	<b><u>Local History Collection</u></b>	price of item
<b><u>Large Print:</u></b>		<b><u>Paperback:</u></b>	
Fiction	\$50.00	Adult	\$ 9.00
Non-fiction	\$60.00	Young Readers	\$ 7.00
Books on Cassette:		<b><u>Periodicals:</u></b>	
Adult Fiction	\$95.00	Adult	\$10.00
Adult non-fiction	\$95.00	Young Readers	\$ 6.00
Language	\$85.00	<b><u>Reference Books:</u></b>	
Young Readers	\$45.00	Adult	\$60.00
Accompanying Book	\$20.00	Young Readers	\$50.00
<b><u>Cliffs Notes</u></b>	\$12.00	<b><u>Score</u></b> (see also miniscore)	\$30.00
<b><u>College Catalogs</u></b>	\$15.00	<b><u>Videocassette</u></b>	\$40.00
<b><u>Fische</u></b> (see microfiche)			
<b><u>Film</u></b> (see microfilm)			

## 5050.2 Additional Charges

Computer Printouts: 15¢ per page

Meeting Rooms: Refer to Policy No. 6000. (Meeting Room Policies and Procedures).

Display Cases/Exhibits: No charge for display; \$25.00 removal fee if not removed in accordance with Policy No. 6000 (Display Case Policies and Procedures)

Microform Photocopiers: 25¢ per image

Public Photocopiers: 15¢ per image

Returned Checks: \$25 per check

Photocopies made by District personnel for any type of documents other than photocopies made pursuant to the Public Records Act: 50¢ per 8.5x11 black/white and \$1.00 per 8.5x11 color page  
Photocopies made pursuant to the Public Records Act: \$1.00 for first page (8.5x11), 10¢ per additional page

Delinquent Accounts: Fines and fees exceeding \$25.00 will be sent to collection agency. An additional \$20.00 processing fee will be added to patron record.

Notary Service: As provided by Government Code Section 8211 (Fees).

Exam Proctoring Service: \$50 per exam, maximum four (4) hours

Item placed on hold but not collected: \$1.00

Scanning/Digitizing Services: Local History-related documents/photos: \$25 per image (for-profit); \$10 (non-profit). All other scanning service: \$5 flat fee plus 25¢ per page, burn to disc \$10.00

Faxing Services (sending or receiving): \$1.50 for Local Services, \$1.00 for each additional page; \$2.50 for Long-Distance Services, \$5.00 for out of the country; \$1.50 for each additional page

Passport Acceptance Service Fee: As provided under Title 22 of the code of Federal Regulations, Part 51, Section 51.61(b) of 22 CFR

Passport Photos: \$15.00

*Revised February 8, 2007; Revised March 8, 2007; Revised December 13, 2007; Revised June 12, 2008; Revised August 14, 2008; Revised June 11, 2009; Revised January 14, 2010*

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### 5050.3 Refund Policy for Paid Material Returned

The District will refund the cost of an item to the patron if returned within six (6) months after patron record is marked “declared lost.” Receipt for payment of the item must accompany request for refund. The District will not refund fines related to this item.

*Adopted August 9, 1990; Revised November 14, 1991; Revised November 12, 1992; Revised June 10, 1993; April 14, 1994; Revised May 12, 1994; Revised June 9, 1994; Updated November 10, 1994; Revised May 11, 1995; Revised December 12, 1996; Revised October 9, 1997; Last Reviewed January 1999; Revised August 12, 1999; Revised June 8, 2000; Revised August 9, 2001; Revised April 11, 2002; Reviewed June 11, 2009*

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### 5050.4 Use of Collection Agency Services

Recognizing that it is in the best interest of the District and community to assure that library materials are returned promptly so that others may benefit from their use and that costs are associated with the notification and collection of overdue materials, the District utilizes the services of a collection agency in its efforts to assure the return of materials and collection of fines and fees. All contracts entered into for purposes of collection must be approved by the Board.

*Adopted August 11, 1994; Revised July 10, 1997; Last Reviewed June 11, 2009*

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## 5060.0 Gifts/Donations

### 5060.1 Purpose and Scope:

The Palos Verdes Library District (PVLDD) solicits and accepts gifts from individuals, businesses, corporations, and foundations to support PVLDD’s Vision and Mission and to enhance PVLDD’s programs, services, collections, and facilities. This policy governs the acceptance of such gifts by PVLDD and provides guidance to prospective donors. The provisions of this policy shall apply to all gifts received by the Palos Verdes Library District.

### 5060.2 Acceptance of Gifts, Grants, and Bequests -- General:

The Board of Library Trustees may accept any bequest or gift of money or property on behalf of the Palos Verdes Library District for the purpose of enhancing PVLDD programs, services, collections, and facilities. The District reserves the right to accept/reject any proposed gift or donation or to

accept/reject any conditions placed upon gifts or donations.

To be acceptable, a gift must satisfy all of the following criteria:

1. Has a purpose consistent with, or is useful to, PVLD's Vision and Mission;
2. Does not begin a program or service which the Board of Library Trustees would be unwilling to continue when the donated funds are exhausted;
3. Grants PVLD exclusive and unconditional ownership of the gift;
4. Does not impose unacceptable restrictions, conditions, or obligations;
5. Does not imply endorsement of any business or product or of any specific religious or political point of view;
6. Does not conflict with any provisions of PVLD policy or local, state or federal laws; and
7. Does not result in unreasonable additional staff workload or costs (such as installation or maintenance costs);

Provided the above criteria are met PVLD will, whenever possible, honor the preference of the donor regarding the designated use of a gift.

Gifts offered with specific restrictions must be approved by the Board of Library Trustees before they are accepted. The donor must put all restrictions in writing, and if any excess is anticipated after the donor's initial restriction is satisfied, limitations on the use of the excess, if any, should be included. If it becomes unfeasible or impractical to meet the restriction of any gift, PVLD will attempt to negotiate the removal of the restriction. If this cannot be achieved PVLD may either return any residual funds to the donor or, if this is not feasible, remove the restriction in accordance with California Probate Code Section 18507.

PVLD reserves the right to dispose of gifts deemed no longer needed or suitable.

PVLD will not assess or suggest a value for non-monetary gifts for tax or other purposes and will not supply itemized lists of donated items. Donor(s) should make their own arrangements for valuation or appraisal of donated items and maintain their own itemized lists.

### 5060.3 Acceptance of Gifts, Grants, and Bequests – Types of Gifts

In addition to the general gift acceptance provisions outlined above, there are specific provisions applying to specific types of gifts as follows:

#### 1. Monetary Gifts

Monetary gifts given without restriction may be accepted by the District Director and will be used as the Board of Library Trustees and/or District Director deems appropriate.

Monetary gifts include bequests and the proceeds of life insurance policies, retirement plans, or charitable trusts where PVLD is the designated beneficiary.

Monetary gifts may be deposited into either the General Fund or the Gift fund in accordance with Policy 7030.0



## 2. Securities, Financial Instruments, and Tangible Property

Gifts of financial instruments such as securities or of tangible property will only be accepted if they can be readily converted to cash. Such gifts will be sold as soon as practical and the proceeds treated as a monetary gift.

## 3. Books, Periodicals, Audiovisual Materials, Equipment and Other Library Resources

Donations of library books, periodicals, and audiovisual materials will be reviewed for possible inclusion in PVLD's library collections. Materials added to Library collections must meet PVLD's selection policies and guidelines, fill a need in the collection, and be in good physical condition.

Donated equipment will be reviewed and may be placed into service if it meets PVLD's quality, performance, and safety standards.

The decision as to whether donated materials or equipment will be added to the library collections or otherwise placed into service will be made by the District Director.

Donations of material or equipment not used by PVLD, or used and later removed from the collection or taken out of service, may be sold to raise funds for library services and programs, recycled, or otherwise disposed of at the discretion of the District Director.

## 4. Works of Art

Gifts of works of art will be considered by the Board of Library Trustees on an individual basis.

In considering whether or not to accept a gift of art the Board of Library Trustees may require that the donor provide (at the donor's expense) information such as a current appraisal of value, evidence of bona fide artistic merit, or evidence of provenance.

Gifts of works of art will be accepted only if accompanied by a completed PVLD Deed of Gift form transferring sole and exclusive ownership to PVLD.

The Board of Library Trustees reserves the right to determine whether to display art work, and the location of any display. The Board of Library Trustees also reserves the right to sell or otherwise dispose of donated art work at its sole discretion.

Art work that is selected for disposal may be sold to raise funds for library services and programs. Where sale is not appropriate the art work may be donated to another community organization or institution such as a museum, school, or government agency.

## 5. Intellectual Property

PVLD may accept or decline gifts of intellectual property such as the rights to use works of art, music, or literature or personal historical information such as an oral history, genealogy, or autobiography.

All such gifts must be accompanied by a completed PVLD Deed of Gift form specifying any limitations on the use of the intellectual property.

## 6. Sponsorships

PVLD welcomes sponsorship of programs, projects, and events from individuals and groups including, but not limited to, business and service organizations.

Sponsorships must be approved by the District Director or the Board of Library Trustees taking into consideration the public image of the sponsor, its line of business, and all of its products or services. Sponsorships will only be approved if the District Director or Board determines that an association between the potential sponsor and PVLD is suitable and will favorably affect the public image that PVLD has established in the Community.

*Adopted June 13, 1972; Revised August 9, 1990; Revised August 13, 1992; Revised October 8, 1998; Revised May 11, 2000; Revised April 13, 2006; Last Reviewed June 11, 2009*

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### 5070.0 Patron Concerns

Patrons raising questions regarding library materials are given the opportunity to complete either the "Request for Reconsideration of an Item in the Collection" form or the "Request for Reconsideration of an Item Not in the Collection" form together with copies of the Library Materials Selection Policy, the Mission and Goals of the Palos Verdes Library District, and the Library Bill of Rights.

Patrons are given the opportunity to make suggestions regarding library policy and practices through the suggestion boxes located in each Library. All patrons who leave their name, address and telephone number will receive a written or verbal response to their suggestions.

Patrons may comment to the Board of Library Trustees during their regularly scheduled meetings under Agenda Item "Communications and Comments From the Public Concerning Items Not on Agenda."

*Adopted December 13, 1990; Last Reviewed June 11, 2009*





## 5080.0 Volunteer Services

### A. Purpose Statement

The Palos Verdes Library District encourages volunteerism as one way to involve members of the community in the activities of the District and at each of the District's three facilities. The volunteer program enhances library service by supplementing library staff with volunteers. Volunteers extend library service, provide community involvement and give support to the District. Volunteers do not displace existing staff and are not the sole resource for providing public library service. The relationship of volunteers and staff is one of partnership and the purpose of the partnership is to better serve the general public.

The benefits from a strong volunteer program are many. Volunteers help the District to:

- continue, improve and expand its levels of service and increase efficiency;
- receive new and creative ideas and community input;
- enhance its image and relationship with the community;
- communicate the vital role and resources of the libraries in the community; and

### B. Program Responsibility

The Program is headed by a Coordinator who works closely with the Director in implementation. The Volunteer Program is supported by the Peninsula Friends of the Library by authority of the Board of Trustees.

### C. Qualifications and Placement

The District encourages volunteers who are committed, enthusiastic people who are eager to use their time, energy and talent for the advancement of the Library District's service to the community. Volunteers are required to maintain borrowing privileges in accordance with Policy No. 5020.2 (Borrowing Privileges). Volunteer selection is based on his/her qualifications, interests, and ability to perform specific duties as outlined in the volunteer job descriptions and availability of jobs. Details such as duties, qualifications, time commitment, and training requirements for the various volunteer opportunities are included in the Volunteer Handbook and are available from the Coordinator.

The District reserves the right to make volunteer appointments based upon the applicant's ability to perform required tasks, and upon the needs of the specific library facility. Each volunteer is interviewed by the Coordinator and/or appropriate task supervisor. Some applicants may not be placed. Every effort is made to match volunteer applicants with duties that best complement their skills and interests. Any volunteer who does not follow volunteer policy and procedures or is unable to meet the needs of the library will be asked to terminate the volunteer relationship.

The District has adopted a nepotism policy which also applies to volunteers and can be found in Policy No. 4090.0 (Employment of Relatives) of the Trustee Policies and Procedures Manual.

#### D. Workplace Policies and Procedures

1. *Appearance and Behavior.* The library is a public service organization. Volunteers, like staff, are a reflection of the Library District. Volunteers and staff are asked to speak quietly and act in a business-like manner.

Library volunteers must wear their name tags at all times while volunteering. The name tags are provided by the Peninsula Friends of the Library and stored in the Circulation Department when not in use.

Dress should be neat and appropriate to the tasks. Aprons are available for anyone who may wish to shield clothing from dirty jobs.

2. *Work Schedules.* Some tasks require a set work schedule. The volunteer and the task supervisor establish mutually agreed-upon time schedules. It is important that volunteers follow the agreed-upon schedules and that volunteers report to work on time. If changes in schedule are necessary, they should be discussed with the supervisor in advance. In case of an emergency requiring a change in schedule, the supervisor should be notified by telephone as soon as possible.
3. *Time Sheets.* It is important to keep track of the volunteer hours. This is essential for workers' compensation coverage. It is also helpful to the Library Board of Trustees to know how much the service levels have been enhanced through the commitment and time provided by volunteers.
4. *Telephone Calls, Visitors, and Children.* The library is a place of business. The telephones are for business calls or emergencies only. If volunteers need to make personal calls, they should use the public telephones.

Friends and family will be interested in what volunteers do at the library. However, volunteers are asked not to bring visitors or children to work or to spend time with them while they are working as a volunteer.

Volunteers are asked to refrain from lengthy conversations with staff. Staff and volunteers are both at the library to do their jobs.

5. *Confidentiality.* The uses that people make of the library or what they choose to check out -- books, magazines, videos, etc. -- are considered confidential and should not be discussed with anyone. The information that people seek from a librarian and the personal information kept in the District's patron database are also considered confidential.
6. *Patron Questions and Comments.* Volunteers should not attempt to answer any reference questions but should refer the patrons to a librarian at the Adult or Young Readers Reference Desks at Peninsula Center Library, or to the librarian-in-charge at Miraleste Library and Malaga Cove Library.

If a patron wishes to make a complaint, the volunteer should direct him/her to the appropriate staff. Volunteers do not state, argue or defend District policy or position.

7. *Non-Public Areas and Facilities.* Non-public areas such as staff work areas, break rooms, staff restrooms, storage areas, etc., may be used by volunteers only during volunteer hours and when performing specific volunteer tasks.

8. *Emergency Procedures.* The On-site Coordinator will review the emergency and evacuation information of the specific facility during the orientation and tour. Volunteers are to follow the instructions of the librarian in charge in an actual emergency. The safety of patrons, volunteers, and staff is a number one priority.
9. *Safe and Healthful Working Conditions.* The District is committed to providing safe and healthful working conditions. The personal safety and health of each volunteer and staff member is of primary importance. (See Board policy 4060.0) Any injuries are to be reported immediately to the Coordinator or staff in charge. Duly authorized volunteers are covered by workers' compensation. In all cases, an Incident Report is to be completed and submitted to the Administrative offices within 24 hours.

There is no smoking permitted in any District facility (See Board Policy 6060.0).

10. *Policy Against Harassment.* The District is committed to providing a work environment that is free of unlawful and improper harassment of volunteers as well as staff. (Board Policy 4050.0--Policy Against Harassment) Any such incidents should be reported immediately to the Coordinator and the District Director. The District will take steps to correct the situation and to prevent future incidents.

These policies and procedures are included in the Volunteer Handbook which also contains specific task procedures, volunteer job descriptions, and other pertinent information.

#### E. Recognition

The Coordinator, working closely with the Peninsula Friends of the Library and the Director, is responsible for planning and implementing different methods of volunteer recognition. Generally, volunteers donate three to ten hours in the library per week. Volunteers who donate many hours of service over the years are eligible to receive special library privileges.

##### 1. Adult Volunteers

Based on cumulative hours, adult volunteers donating 100 hours or more receive the following:

- 100 -- engraved volunteer name badge
- 500 -- name entered on Volunteer Wall of Fame
- 1,000 -- exempt from holds fees and a book donation
- 2,000 -- exempt from video fees and a video donation
- 3,000 -- a book donation
- 4,000 -- exempt from books on cassette fees and a book on cassette donation
- 5,000 -- a "classic book" donation or a PBS or "classic" video donation
- 6,000 -- exempt from overdue fees and a book on cassette donation

Hours counted, for purposes of this recognition, are those hours spent performing tasks described in the approved job descriptions for volunteers.

## 2. Student Volunteers

Based on cumulative hours, student volunteers (age 14 through high school graduation) donating 75 hours or more receive the following:

- 75 -- engraved volunteer name badge
- 125 -- exempt from DVD and video fees
- 175 -- exempt overdue fees

Hours counted, for purposes of this recognition, are those hours spent performing tasks described in the approved job descriptions for volunteers. After graduation, students who continue to volunteer are considered part of the adult volunteer corps with the hours served as a student volunteer rolled over to their adult service record.

*Adopted December 13, 1990; Revised July 26, 1995; Revised July 10, 1997; Revised June 8, 2000; Revised June 14, 2001; Revised March 13, 2008; Last Reviewed June 11, 2009*