



## POLICIES HANDBOOK

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(Revision and reprint of entire Policy Handbook Manual)

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## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **APPOINTMENTS TO CITIZEN ADVISORY GROUPS POLICY**

When appointing citizens to any advisory or planning commission, board or council the Kitsap Regional Library Board of Trustees and Staff will endeavor to invite participation from individuals who represent the broadest spectrum of ideas and backgrounds represented in the service area. The Library Board of Trustees and staff will not discriminate against any person on the basis of race, color, religion, ancestry, national origin, gender or physical disability when appointing citizens to such commission, board or council.

All meetings of such advisory commissions, boards or councils will be held in accessible locations. All study materials provided to members of such commissions, boards or councils will be in a format accessible to those members.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## ART POLICY

Kitsap Regional Library accepts donations of works of art from the Kitsap Regional Library Foundation, Friends groups, artists, members of the community and other organizations for all of its libraries. From time to time, the Library may also purchase a work of art to enhance its library locations.

The decision as to whether or not accept a work of art is based on such factors as quality, style, materials, safety, durability and maintenance. The Library reserves the right to refuse any work of art offered as a donation or for purchase.

The Library Director is authorized to accept on behalf of the Library works of art that meet established criteria. The Library Director is also authorized to purchase works of art that meet those criteria.

The Library Director may accept the long-term loan of works of art.

# **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

## **CIRCULATION POLICY**

An individual is eligible for a Kitsap Regional Library card if that person lives, works or owns property in Kitsap County. An individual residing outside of the County may receive a card if that person lives in an area of Washington State that supports public library service.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## COLLECTION DEVELOPMENT POLICY

The Kitsap Regional Library Collection Development Policy serves to guide librarians and inform the public regarding the principles on which the Library materials are selected, maintained and deselected.

The emphasis in collection development is on providing an active, frequently used collection of print, digital and media resources that support the mission of Kitsap Regional Library. In addition, the Library provides further access to the world of knowledge and ideas through Internet access and inter-library loan. Collection depth is at a basic informational level that serves to introduce and define a subject, to indicate the varieties of information available and to support the needs of the general Library patron. The Library will have a limited collection of: monographs, reference works, representative general periodicals and online databases.

The Library is responsible for providing material to residents of all ages, backgrounds and opinions so that a variety of viewpoints are represented. Selection of materials by the Library does not indicate an endorsement of the contents or views expressed in those materials.

Kitsap Regional Library's Board of Trustees considers reading, viewing and listening to be individual matters. While any patron is free to select or reject materials for themselves or their own minor children, the freedom of other Library patrons to read or inquire will not be restricted. The Library would never presume to usurp the role of the parent. Only parents and guardians have the right and responsibility to guide the reading, viewing and listening choices of their own minor children. The Library does not stand in the place of parents (*in loco parentis.*)

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### CONFIDENTIALITY OF LIBRARY PATRON RECORDS POLICY

The Kitsap Regional Library Board of Trustees hereby affirms the policy that patron records and other records identifying the names of library patrons with specific materials or electronic access are confidential in nature. Such records shall not be made available to any agency of state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of and pursuant to, federal, state or local law relating to civil, criminal or administrative discovery procedures or legislative investigatory power. The Library Officers shall resist the issuance or enforcement of any such process, order or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction. ([RCW 42.56.310](#))

Confidentiality extends to information sought or received and materials consulted, borrowed or acquired, including database search records, reference interviews, patron records, interlibrary loan records and other personally identifiable uses of library materials, facilities and services.

Furthermore, these records shall also be regarded as confidential by library employees. The records of library patrons shall only be accessed or altered, when the patron requests access to or updating of, the information or when access to the record is essential for library business.

Kitsap Regional Library reserves the right to use demographic and transaction type information to best serve patrons. This may include providing information to specific contracted vendors with which Kitsap Regional Library does business.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **DISPOSITION OF SURPLUS PROPERTY POLICY**

Kitsap Regional Library recognizes the need to occasionally dispose of surplus and/or obsolete property. In compliance with state and local laws, Kitsap Regional Library will dispose of items seeking fair market value or by utilizing the third party organizations to allow for fair and unbiased sales to the general public.

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### DISTRIBUTION AND/OR DISPLAY OF COMMUNITY-INTEREST MATERIALS POLICY

Consistent with the Library's role as a community information resource, Kitsap Regional Library will make designated areas available for individuals and non-profit or governmental agencies wanting to provide information about community activities or issues; groups and individuals engaged in education, cultural, informational, intellectual and charitable activities on a space available basis. In addition, space is available to acquire signatures for initiative petitions for Washington State and its political subdivisions or to complete research questionnaires.

The Library will not accept or provide space for posting, display or exhibit commercial materials or advertising by profit-making agencies, groups or individuals, campaign posters for candidates or issues, materials promoting religious doctrines or items of a personal nature. The provision of Library premises for the public expression of opinion does not constitute Library endorsement of the opinions or ideas of those individuals and organizations using the space.

Fundraising or selling goods and services on Library property are prohibited. Library employees or volunteers participating in approved Library, Friends of the Library and/or Kitsap Regional Library Foundation activities are exceptions to this policy.

The Library assumes no legal or financial responsibility for loss or damage to items loaned for display and exhibit. Patrons assume responsibility for any damage to Library property resulting from their use of Library facilities. The Library may assess charges for damages.

Where Library buildings are owned by other entities, those entities may establish policy for solicitation, display, exhibit, bulletin boards, fundraising and selling goods and services on their grounds. When the owning entity does not have a policy or statute in place, this policy will apply.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **EQUAL EMPLOYMENT OPPORTUNITY POLICY**

It is the policy of the Library to provide equal opportunity to all applicants for employment and to all employees and to administer all personnel practices such as recruitment, hiring, promotions, training, compensation, demotion, transfer, layoff, discipline and privileges of employment without discrimination.

Kitsap Regional Library does not discriminate in employment issues on the basis of race, color, creed, religion, ancestry, national origin, gender, age, marital status, physical or mental disability, genetic information, sexual orientation, gender identity, honorably discharged veteran, military status and/or any other characteristic protected by law.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## FINANCIAL POLICY

The Kitsap Regional Library System (The Library) endeavors to sustain its financial and budget practices according to sound and accepted financial procedures and policies.

### **Adopted Operating and Capital Budgets**

- a. The Library's Adopted Operations and Capital budgets shall be officially adopted by the Board of Trustees in January of the Fiscal Year. The Operations budget shall consist of expenditure forecasts for all expected operating expenses of the library. The Adopted Operations and Capital budgets shall be the final budget plan and can only be changed by amendment by the Board of Trustees. An amended budget shall be referred to as the Revised Budget.
- b. The Adopted Operations Budget shall include the expected number of personnel required to delivery library services, as well as allocations for operations, maintenance and the purchase of books and media for the library's collection.
- c. The budget shall state the final property levy rate to be assessed to district patrons and a projection of revenue based on that rate, as well as revenue projections for other sources of revenue.
- d. The Adopted Operations and Capital budgets shall be accompanied by a budget message from the Library Director or his/her designee noting significant budget changes from previous years, stating significant assumptions used to calculate revenue and expenditures and a statement assessing the Library's financial reserves.
- e. The Library shall develop a Capital Budget, which shall include expenditures of all capital projects and expenditures the District plans to make during the year. Capital projects resulting in new maintenance and operating expenses shall be identified in the Library Director's message. The Library shall not undertake new capital projects unless financial resources are reasonably secured to pay for them. Resulting new maintenance and operating costs from new facilities or new systems shall be allocated in the operating budget. For multi-year projects where such costs are delayed, the Library shall identify future operating costs and secure financial resources or financing prior to entering into contracts or commitments to undertake such projects.

### **A Sustainable and Balanced Budget**

The Adopted Operating Budget presented to the Board of Trustees shall be balanced, with revenue equaling or exceeding expenditures. As a policy, the Library will make every effort to stay within its projected resources. Not only shall the Library seek to maintain a balanced budget, it also endeavors to maintain long-term budget sustainability based on projected expenditure commitments and compensation practices that are consistent with long-term revenue projections.

### **Financial Emergency**

In the case of a financial emergency, the library shall make necessary reductions to personnel, service and materials to stay within projected resources. Only as a last resort and only if further reductions would cause irreparable harm to the library's operating infrastructure shall the library borrow funds in which case the Library shall seek to repay debt as soon as practical.

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### **Reserves**

To the extent possible, the Library shall strive to hold at the beginning of the fiscal year financial reserves of between 10% and 15% of the total operating budget for purposes of accommodating cash flow fluctuations, emergencies or other uses as deemed appropriate by the Board of Trustees. Other reserves may be identified for specific purposes.

### **Reporting**

The Library will make its financial position known to the Board of Trustees with periodic reports throughout the fiscal year. These reports will compare expenditures and revenues with projections, as well report on the status of cash flow.

### **Budget Process**

The Library Director shall provide a preliminary Operating and Capital budgets for review by the public and Board of Trustees in the quarter proceeding the fiscal year.

### **Banking Relationships**

The Library shall strive to secure commercial banking services within the Library District providing that these services are competitively priced and meet the Library's business and financial specifications.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **FORGIVING OR NEGOTIATION OF FEES POLICY**

It is the policy of Kitsap Regional Library to collect fees for overdue, damaged and lost library materials. Occasionally, fees are forgiven or negotiated by library staff members using the "Guidelines for Forgiving or Negotiating Fees". The goal is to balance customer service with responsible stewardship of the Kitsap Regional Library collection.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## INTERNET AND PUBLIC COMPUTER USE POLICY

Kitsap Regional Library is committed to its role in serving the information and lifelong learning needs of all of the citizens of Kitsap County. Providing access to the Internet enables the Library to greatly expand its information services. Internet access allows the opportunity to integrate electronic resources from information networks around the world with the Library's other resources. The Library's goal in providing Internet access is to enhance its existing collection in size and depth and, as a public access agency, to give anyone who wishes to use the Internet the chance to do so.

The Internet offers access to a wealth of information that is personally, professionally and culturally enriching. Kitsap Regional Library's website includes links to resources on the Internet that are consistent with the Library's Collection Development Policy. However, patrons must be aware that they can also access ideas, information, images and commentary on the Internet that do not meet the Library's selection criteria.

Not all the information available on the Internet is accurate, current and/or complete. Patrons are encouraged to exercise critical judgment in evaluating the appropriateness and validity of information accessed via the Internet. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Kitsap Regional Library Internet patrons are prohibited from viewing, printing and downloading any material defined as illegal, e.g., child pornography or obscene by local, state and federal statutes.

Kitsap Regional Library specifically prohibits the following:

- Engaging in any activity that facilitates sending, receiving or displaying inappropriate materials to a minor.
- Activities that disrupt the library and/or its network.
- Loading or downloading software from the Internet or using personal software programs on the library's computers.
- Making any attempt to modify, gain access to files, passwords or data belonging to others, seeking unauthorized access to the library's or any other computer system or damaging or altering software components of any network or database.
- Violation of federal, state and local laws.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **MEDIA COMMUNICATIONS POLICY**

Kitsap Regional Library (KRL) has a responsibility and commitment to provide accurate and timely responses to inquiries and to share information with Kitsap County residents about library programs, services and resources. To achieve these goals, the official spokespeople for the Library will be: the Board of Trustees, Library Director, Community Relations Director and Division Directors. On occasion, branch managers or assigned subject area specialists may be designated to act as a spokesperson.

During a crisis, only designated KRL spokespeople are authorized to speak with media without notice from the Library Director. A team approach will be implemented with relevant staff and management joining efforts to insure that accurate and timely information is provided. The Board of Trustees and major crisis-related stakeholders will be notified and kept informed.

**MEDIA:** For purposes of this policy, "Media" is meant to include organizations or individuals with the ability and expressed desire to distribute information in mass (newspapers, TV, radio, newsletters, email list serves, web sites, etc.).

**NOTE:** Nothing in this policy is intended to affect an individual's rights to express his or her personal views as long as those views are not attributed to the library either directly or indirectly.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## MEETING ROOM POLICY

For District Owned Meeting Rooms

1. It is the intention of the Kitsap Regional Library Board of Trustees to make the Sylvan Way and Silverdale meeting rooms available to individuals and organizations engaged in educational, cultural, intellectual or charitable activities. Meeting rooms may be used for general political purposes such as information sharing, organizational meetings or community forums.
2. Preference is given to library-sponsored activities. All meetings must be open to the public and attendance may not be restricted because of a person's gender, race, creed, color, religion, national origin, age, disability, marital status or sexual orientation.
3. The meeting rooms are available on a first come, first served, basis. Meeting rooms are available only during Library open hours. The Library reserves the right to cancel use of a room or to change the room assignment. As much notice as possible will be given. Meeting room charges may be established by the Board of Trustees, if warranted.
4. Use of the Library meeting rooms does not constitute endorsement by the Library of a program or points of view expressed. No advertisement or announcement implying sponsorship, co-sponsorship or approval by the Library may be used unless written permission to do so has been previously given by the Library Director or designee.
5. Meetings planned by a business or individual to promote, advertise or lead to the sale of a product or service are not permitted. No products, services or memberships may be sold. An exception may be made for fundraising activities of Kitsap Regional Library, recognized Friends of the Library groups, the Kitsap Regional Library Foundation or for the sale of materials related to a program sponsored by the Library, Friends or Foundation.
6. Groups using the meeting rooms may not charge fees for attendance.
7. Smoking is prohibited in Library facilities.
8. Alcoholic beverages are also prohibited. The Library Director or designee may make exceptions for alcoholic beverage service for Library-sponsored events. In these cases, a banquet license will be required.
9. Groups using the meeting rooms will be mindful that they are in a facility providing other services as well. The applicant for the room is responsible for the discipline of the meeting. The Library does not assume liability for injuries or damage to personal property that occur as a result of actions of the sponsors or participants.
10. The applicant for the room is responsible for any damage to the facility, property or equipment and for the cleanliness of the facility at the close of the meeting. Applicants are expected to leave the room and equipment in the same condition as they were before the activity began. Activities will not damage any library property.

Failure to do so will result in charges for damages and/or cancellation of any further room reservations and privileges.

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### Meeting Room Policy continued

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11. Staff may not use the meeting rooms beyond library hours, except with prior approval by the Library Director or designee.
12. The Board of Trustees delegates to the Library Director or designee the authority to develop and implement procedures to carry out the provisions of this policy. Exceptions to this policy may be granted by the Library Director or designee.
13. Applicants denied the use of a meeting room may appeal the decision to the Branch Manager within ten days from the date of denial of use. If the appeal to the Branch Manager is denied and the applicant is still dissatisfied with the reasons offered, the applicant may then choose to file a formal complaint under the Kitsap Regional Library Patron Grievance Policy.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## NAMING POLICY

Kitsap Regional Library libraries are named by their geographic locations or the communities they serve.

Meeting rooms, reading areas, special use areas, collections, equipment, gardens, walkways and other interior and exterior spaces, furnishings and art may be named for a personal donor who makes a significant monetary contribution to the Library that comprises a substantial portion of the overall cost of the project.

The Kitsap Regional Library Board of Trustees has the sole authority to name or rename our libraries. When portions of a library bear the names of donors, the Board of Trustees shall determine the size of the gift required by the donor. It reserves the right to accept or reject naming proposals.

The Naming Policy will not conflict with the Sponsorship Policy.

# **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

## **PATRON GRIEVANCE POLICY**

It is the goal of the Kitsap Regional Library Board of Trustees and staff to provide the best possible Library service to the residents of Kitsap County. Library policies and procedures have been developed to provide fair and efficient service to all individuals. This policy addresses patron complaints regarding Library services, materials, procedure or policies. Persons who have experienced difficulties with service or who wish to question a library policy are always welcome to discuss those concerns with Library's management staff. Library staff will endeavor to resolve those issues as quickly and fairly as possible. If an informal meeting with library staff does not settle the complaint, a patron may request to enter into the Library's formal grievance procedure.

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### PROHIBITING HARASSMENT AND DISCRIMINATION POLICY

Kitsap Regional Library is committed to providing a workplace and an environment that is free from discrimination or any kind of unlawful harassment. In keeping with this commitment, the Library will not tolerate harassment by library employees, patrons or anyone on Kitsap Regional Library property or within the confines of a Kitsap Regional Library facility. Unlawful harassment, as prohibited by this policy, includes harassment of employees by employees, harassment of employees by non-employees and harassment of non-employees by employees or non-employees anywhere on Kitsap Regional Library property or within a Kitsap Regional Library facility.

#### **PROHIBITED FORMS OF HARASSMENT**

Unlawful harassment consists of unwelcome conduct, whether verbal, physical or visual that is based upon a person's protected status, such as sex, sexual orientation, gender identity, color, race, ancestry, religion, national origin, age, disability, marital status, veteran status, citizenship status or other protected group status and which:

- a. Has the purpose or effect of creating an intimidating, hostile or offensive work or library environment; or
- b. Has the purpose or effect of unreasonably interfering with an individual's work performance or use of the library; or
- c. Otherwise adversely affects an individual's employment opportunities or use of the library.

For example, the following kinds of behavior or other behaviors with a similar harassing effect, are absolutely prohibited:

- Verbal: repeated sexual innuendoes, racial or sexual epithets, derogatory slurs, off-color jokes, propositions, threats or suggestive or insulting sounds;
- Visual/Non-verbal: derogatory posters, cartoons, drawings or emails; suggestive objects or pictures; graphic commentaries; leering; or obscene gestures;
- Physical: unwanted physical contact including touching, interference with an individual's normal work movement or assault; and
- Other: making or threatening reprisals as a result of a negative response to harassment.

Any harassment of or by Kitsap Regional Library employees in violation of the foregoing rules are absolutely prohibited and will not be tolerated.

#### **SEXUAL HARASSMENT**

Sexual harassment is one form of unlawful harassment. Unwelcome sexual advances, requests for sexual favors and other physical, verbal or visual conduct based on sex constitute sexual harassment when: (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision or (3) the conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating hostile or offensive working environment. Sexual harassment may include explicit sexual propositions, sexual innuendo, suggestive comments, sexually oriented "kidding" or

“teasing,” “practical jokes,” jokes about gender-specific traits, foul or obscene language or gestures, display of foul or obscene printed or visual material and physical contact such as patting, pinching or intentional brushing against another’s body.

### **RETALIATION**

Retaliation against an individual for exercising their rights under this policy is also strictly prohibited and is a separate violation of this policy. This includes any retaliation for inquiring about rights under this policy, reporting or complaining about possible violations or assisting in a complaint investigation, including providing truthful information about a possible violation. Such retaliation against Kitsap Regional Library employees or non-employees is prohibited and will not be tolerated.

### **NO ONE HAS AUTHORITY TO VIOLATE THIS POLICY**

Under no circumstances does the Library Director, a division director, a supervisor, an employee or any other person have any authority whatsoever to engage in discriminatory, harassing or retaliating conduct in violation of this policy. If anyone claims to have such authority or you have any questions about whether conduct that you find objectionable is authorized by Kitsap Regional Library, please contact the branch manager, a division director or the Library Director.

# **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

## **PURCHASING POLICY**

In purchasing supplies, equipment and services, Kitsap Regional Library will make every attempt to obtain maximum quality at minimum cost in a timely manner in compliance with the Washington State law.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## SAFETY POLICY

Kitsap Regional Library believes it is of utmost importance to provide all Library personnel a safe and healthy work environment and to provide all members of the public a safe environment for their library visits.

Kitsap Regional Library will:

1. Provide a safe environment for library patrons and for staff; and.
2. Work to prevent occupational injuries and illnesses among employees; and
3. Continue development, implementation and maintenance of a comprehensive safety program throughout the Library; and
4. Require that all Library staff members take an active part in the maintenance of a safe and healthy working environment; and
5. Require the general public to conduct themselves in a safe manner when using Library facilities; and
6. Meet or exceed all pertinent local, state, and federal safety laws.

The Library Director is responsible for the administration of this policy and for establishing and maintaining a comprehensive safety program.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **SOCIAL MEDIA POLICY**

Kitsap Regional Library uses social media with the intention of contributing to current community conversations. Through social media the Library becomes more accessible. Social media gives the Library and the public a convenient way to interact, share information, ideas and opinions on a range of topics related to the Library's mission, collections and services.

Procedures have been established to ensure the success of this method of communication. We encourage open, honest discussion, but reserve the right to delete commentary at our discretion.

## KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

### SOFTWARE POLICY

Kitsap Regional Library is increasingly taking advantage of computers. Not only can they be used as terminals to our circulation system, they can also be used for word processing, budget management and many other tasks appropriate to library operations. Software for these machines is also being purchased, most of which, is not copy protected. The Board of Trustees recognizes the substantial investment software developers may make in providing products for use on these machines. The Board affirms that it intends to adhere strictly to copyright regulations for software.

1. Any software normally used on a particular computer will be purchased for use only with that computer.
2. Software that is installed on a hard disk of a particular computer may not also be installed on another computer.
3. Employees may make copies of software for Library back-up purposes only. Copies for personal use are prohibited.
4. The Library will maintain a Central registry of software and computers which indicates which software package is assigned to which computers.
5. Back-up copies of protected software may be made by whatever means are necessary if guidelines above are followed and all other provisions of the copyright holder's licensing are met.
6. Employees are not authorized to use software packages purchased elsewhere or by the employee without the knowledge and permission of the library.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **SPONSORSHIP POLICY**

Kitsap Regional Library welcomes support from local businesses, corporations, service organizations, families and individuals through the Kitsap Regional Library Foundation. The aim of support through sponsorships is to obtain funding or other support to provide additional services, collections, programs and equipment that may not otherwise be available through tax-based funding.

# KITSAP REGIONAL LIBRARY POLICIES HANDBOOK

## STANDARDS FOR PATRON CONDUCT

Kitsap Regional Library is open to the public for the specified purposes of reading, studying, researching, meeting and using Library resources appropriately. Standards for patron conduct promote an environment that encourages all Library patrons to be responsible for their personal safety, the safety of the children in their care, the security of their personal belongings and the respect of others.

The following are Library standards:

1. Library patrons will be engaged in normal activities associated with its use. Patrons not engaged in reading, studying, research, meeting or using Library resources appropriately may be asked to leave the building.
2. Children below school age must be accompanied and supervised by an adult at all times. Library staff is not responsible for the care, safety and supervision of children.
3. Library patrons will respect the rights and privacy of other patrons, Library staff and volunteers and will not annoy others through noisy or boisterous activities, cell phone use, monopolizing resources or other behavior that may reasonably result in the disturbance of others.
4. Library patrons are expected to wear appropriate clothing while in the Library, including shirts and shoes. Personal hygiene will conform to the standards of the community for public places. This includes the repair or cleanliness of clothing and bodily hygiene.
5. Physical, sexual or verbal harassment of other Library patrons, Library staff and volunteers will not be tolerated.
6. Smoking or other tobacco use is not allowed on library property.
7. Library staff reserves the right to limit or prohibit the consumption of food and beverages within any Library facility.
8. Pets or animals, other than service animals, may not be brought into the Library without prior permission of Library staff.
9. Library patrons will not interfere with the free passage of others in or onto Library premises including, but not limited to, placing objects such as bicycles, skateboards or leashed animals in areas where they may impede movement.
10. Library patrons may not bring into the library large bundles or packages which cannot be placed safely within the patron's personal space. Patrons may not leave or store any bundles, bags or packages unattended on the library premises.

Library staff and/or local law enforcement officers will intervene when standards for patron conduct are not being met. This may be up to and including written trespass, arrest and prosecution.

[RCW 27.12.290](#): A board of library trustees may exclude from the use of the library under its charge any person who willfully and persistently violates any rule or regulation prescribed for the use of the library or its facilities or any person whose physical condition is deemed dangerous or offensive to other library patrons.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **THREAT MANAGEMENT POLICY**

It is the policy of Kitsap Regional Library to provide a work environment and place of employment that is free from recognized hazards that are causing or likely to cause death or serious physical harm. The Library will not tolerate violence or threats of violence in any form in its work environment. Kitsap Regional Library has a "zero tolerance" for workplace violence from either an external or internal source. It shall be the employee's responsibility to assist in the enforcement of this policy by reporting all threats to supervisory or management personnel immediately, following established procedures, even if threats are only suspect in nature.

## **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

### **TRUSTEE CONFLICT OF INTEREST POLICY**

No Kitsap Regional Library trustee may use his or her position as a trustee to obtain financial or other gain for the private benefit of the trustee or for the trustee's immediate family or for an organization with which the trustee is associated.

# **KITSAP REGIONAL LIBRARY POLICIES HANDBOOK**

## **VOLUNTEER POLICY**

Kitsap Regional Library engages volunteers to support and augment programs and services, to support staff in effectively performing their work and to strengthen community ties.

# APPENDICES

## APPENDIX I

The links below are additional references to laws, regulations and guidelines that relate to the governance of Library policies:

- [Unites States Code, Public Contracts, Drug-Free Workplace](#)
- [RCW 69.50](#) is hereby incorporated by reference as part of the Substance Abuse Policy.
- [Washington Library Association, Intellectual Freedom](#)
- American Library Association:
  - [Freedom to Read Statement](#)
  - [Freedom to View Statement](#)
  - [Library Bill of Rights](#)
    - [Interpretation of the Library Bill of Rights](#)



## APPENDIX II

### PROBLEM RESOLUTION REQUEST FORM

This form is for issues dealing with Library policies and procedures, and for matters concerning Library staff. For concerns about books or other materials in the library collection, please use the form, "Statement of Concern Regarding Library Materials." Persons with concerns about issues covered by the Americans with Disabilities Act of 1990 may use this form.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

Daytime phone # \_\_\_\_\_ Evening phone # \_\_\_\_\_

Please explain the problem, being as detailed as you can. If more space is needed, use the back of this form or attach extra sheets.

If this deals with an incident at one of the Kitsap Regional Libraries, please complete the following:

Name of Library Branch \_\_\_\_\_

Date the event occurred \_\_\_\_\_ Time \_\_\_\_\_

Name(s) of the employee(s) involved (if known).  
\_\_\_\_\_  
\_\_\_\_\_

What resolution are you seeking?

Signature \_\_\_\_\_

Date \_\_\_\_\_

Return to:  
Administration Office, Kitsap Regional Library  
1301 Sylvan Way, Bremerton WA 98310  
(360) 405-9158

LIBRARY USE ONLY		
	Date	Initial
Form arrival	_____	_____
Supervisor	_____	_____
Division Director	_____	_____
Library Director	_____	_____

## **Procedures for Handling Requests for Public Records**

Kitsap Regional Library is a public agency that fully complies with Washington's Public Records Act. KRL will provide a requestor with the "fullest assistance," as required by law. Kitsap Regional Library will provide access to its public records for inspection or copying, except those exempted or prohibited by law, in accordance with these procedures.

The request to inspect or copy public records of the Kitsap Regional Library may be made in writing on the Request of Public Records Form (available from **Administration, Sylvan Way Location** or on the Library's website at [www.krl.org](http://www.krl.org)), or by letter, fax, or email addressed to **Director of Community Relations**, the Library's Public Records Officer, Kitsap Regional Library, 1301 Sylvan Way, Bremerton, WA 98310, or faxed to **(360-405-9156)** or by email to **Administration@krl.org**. A person who elects not to use the Request of Public Records Form shall include in his/her request the following information:

- (a) Name and address of requestor:
- (b) Other contact information, including telephone number and any email address:
- (c) Identification of the public records adequate for the public records officer or other designated staff member to locate the records;
- (d) Whether the requester seeks to inspect the records, receive a copy of them, or inspect the records first and then consider selecting records to copy; and
- (d) The date and time of day of the request.

A written request will be dated and initialed by the receiving staff member when it arrives at the location. The request will promptly be directed to the Public Records Officer or staff designee.

Kitsap Regional Library maintains notebooks that contain all Kitsap Regional Library policies at each location. Selected policies are also available on the Kitsap Regional Library web site, [www.krl.org](http://www.krl.org). Kitsap Regional Library does not maintain an index of records, because the cost to maintain such an index would be unduly burdensome to the Library.

The Library will respond promptly to a request for inspection of public records which is made in accordance with these Procedures. Within five business days of receiving a request, the Library will (1) make the records available for inspection or copying; (2) if copies are requested and payment terms are agreed upon, send the copies to the requestor; (3) provide a reasonable estimate of when the records will be available; (4) if the request is unclear or does not sufficiently identify the requested records, request

clarification from the requestor. Such clarification may be requested and provided by telephone. The Public Records Officer or staff designee may revise the estimate of when records will be available; or (5) deny the request. If copies are sent, the Library will provide the requestor a written cover letter or email briefly describing the records provided and informing the requestor that the request has been closed. Any denial of a request will be accompanied by a written statement of the specific reasons for such denial. Any person who objects to the initial denial or partial denial of a records request may petition in writing (including email) to the Public Records Officer for a review of that decision. The Public Records Officer will promptly provide the petition and any other relevant information to the Library Director, who will promptly consider the petition and either affirm or reverse the denial within two business days following the Library's receipt of the petition, or within such other time as the Library and the requestor mutually agree to.

The requestor must claim or review the assembled records within thirty days of the Library's notification to him or her that the records are available for inspection or copying. The Library will notify the requestor in writing of this requirement and inform the requestor that he or she should contact the Library to make arrangements to claim or review the records. If the requestor or a representative of the requestor fails to claim or review the records within the thirty-day period or make other arrangements, the Library may close the request and re-file the assembled records. Any subsequent request by the same person for the same or almost identical records will be processed as a new request.

When the request is for a large number of records, the Public Records Officer or staff designee will provide access for inspection and copying in installments, if he or she reasonably determines that it would be practical to provide the records in that way. If, within thirty days, the requestor fails to inspect the entire set of records or one or more of the installments, the Public Records Officer or staff designee may stop searching for the remaining records and close the request.

When the inspection of the requested records is complete and all requested copies are provided, the Public Records Officer or staff designee will indicate that the Library has completed a diligent search for the requested records and made any located nonexempt records available for inspection. When the requestor either withdraws the request or fails to fulfill his or her obligations to inspect the records or pay the deposit or final payment for the requested copies, the Public Records Officer will close the request and indicate to the requestor that the Library has closed the request.

If, after the Library has informed the requestor that it has provided all available records, the Library becomes aware of additional responsive documents existing at the time of the request, it will promptly inform the requestor of the additional documents and provide them on an expedited basis.

The Public Records Officer maintains a record to identify which documents were provided to a requestor and the date of production.

Items that could be used to identify specific library patrons with specific library materials or information requests are exempted from public disclosure to protect patron privacy, [RCW 42.56.310](#). Certain other exemptions including personnel matters and items relating to land acquisition, labor negotiations, and national security, among others, are identified in [RCW 42.56.210](#), et seq.

Public Records of Kitsap Regional Library will be made available for inspection in accordance with these procedures at the Administration office located at the Sylvan Way Location, 1301 Sylvan Way, Bremerton, WA 98310, during normal business hours (Monday through Friday, 9 a.m. to 5 p.m., except holidays).

There is no fee for inspecting the Library's public records. A requestor may obtain standard black and white photocopies for \$0.10 per page or color copies for \$0.25 per page. If documents are available in digital form, a requestor may obtain electronic copies on digital media (CD) for \$1.00 per CD. Where the total charges for photocopies, envelope and postage for the requested records are under \$2.00 the items will be sent with an invoice enclosed. The Library reserves the right to waive photocopy charges for public records when cost to the Library of invoicing and collection is greater than the reimbursement. Where the total charges for photocopies, envelope and postage are greater than \$2.00, the Library will send an invoice to the requester at the time the copies of the requested records are assembled. The copies of the records will be sent to the requester when payment has been received by the Library.

**APPENDIX IV**

**REQUEST FOR PUBLIC RECORDS FORM**

The Kitsap Regional Library is a public agency that fully complies with Washington's Public Records Act. Kitsap Regional Library will provide access to its public records for inspection or copying, except those exempted or prohibited by law, in accordance with its procedures, which are attached to this Request Form.

Requests will be made using the following form or by providing the same information in writing:

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Date of Request \_\_\_\_\_

Email Address \_\_\_\_\_ Time of Request \_\_\_\_\_

Records Requested. If the name of the record is not known please describe the document(s) in detail.

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Select one of the following:

- I wish to inspect the requested records; OR
- I wish to receive a copy of the requested records; OR
- I wish to inspect the requested records first, and then consider selecting records to copy.

Signature \_\_\_\_\_

### Meeting Room Liability Certificate and Waiver Form

Attached is the certificate of insurance for \_\_\_\_\_  
*(Print Name of Organization/Individual)*

naming Kitsap Regional Library as the additional insured party during the use of the Sylvan Way and Silverdale meeting rooms.

**Sylvan Way** meeting room is being used on \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_.  
*(Date) (Time) (Time)*

**Silverdale** meeting room is being used on \_\_\_\_\_ from \_\_\_\_\_ to \_\_\_\_\_.  
*(Date) (Time) (Time)*

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
*Signature of Organization Representative/Individual (Date)*

I have no certificate of insurance available and I agree to sign the following waiver:

**WAIVER:**

\_\_\_\_\_ understands that Kitsap Regional Library  
*(Print Name of Organization/Individual)*

is not responsible for and will not be held liable for any injuries or damages that the organization or individuals attending the organization's presentation/meeting may experience while using the facility.

\_\_\_\_\_  
*Signature of Organization Representative/Individual (Date)*

**APPENDIX VI**

**STATEMENT OF CONCERN REGARDING LIBRARY MATERIALS**

Kitsap Regional Library recognizes the right of individuals to question the inclusion of materials in the Library collection. The Library will give serious consideration to each patron's opinion. After speaking with the Branch Manager or designee, if you still wish to express concerns, please complete this form. If contact information is provided below, you will receive a written response to this request within thirty (30) days.

Name: \_\_\_\_\_ Email: \_\_\_\_\_  
Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Do you have a Kitsap Regional Library card? \_\_\_\_\_

Do you represent yourself or an organization? \_\_\_\_\_

*Library Material on which you are commenting:*

Title: \_\_\_\_\_

Author: \_\_\_\_\_

Format (e.g.: book; CD; DVD): \_\_\_\_\_ Did you read, view or listen to the entire work? \_\_\_\_\_

What concerns you about the item? *(use other side of sheet if more space needed)*  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action do you believe the library should take?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What other resources might provide additional information and/or other viewpoints on this topic?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Kitsap Regional Library appreciates your comments.**

Library location where submitted: \_\_\_\_\_

Contact at location: \_\_\_\_\_

**APPENDIX VII  
DISPLAYS AND EXHIBITS FORM**

**Organization/Individual:** \_\_\_\_\_ **Phone:** \_\_\_\_\_

**Type of Event:** **Title/Description:**

Foundation Event: \_\_\_\_\_

Library Event (Programs): \_\_\_\_\_

Display: \_\_\_\_\_

Display Case(s): \_\_\_\_\_

**Months Requested:** 1<sup>st</sup> choice \_\_\_\_\_ 2<sup>nd</sup> choice \_\_\_\_\_ 3<sup>rd</sup> choice \_\_\_\_\_

**Shelving Needed (Y/N):** \_\_\_\_\_ **Related books/materials needed (Y/N):** \_\_\_\_\_

**Special set-up requirements:**

  
  
  

*I have received and read a copy of the Bulletin Board, Displays and Exhibit Space Policy and its procedures and agree to abide by their provisions. Please return form to Branch Manager or designee with attached inventory list.*

**Person contributing to display/exhibit:** \_\_\_\_\_  
*Signature*

**Name (please print):** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Items received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Library Staff Member's Name*

**Items received by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Person contributing to display/exhibit*

**Items returned by:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Library Staff Member's Name*

