

4.1 Borrowers

A personal library card is free to any individual who lives in Bradley, Chicot, Desha, Drew or Lincoln Counties. Completion of an application and proof of residence is required. Children under 18 are required to have a parent or guardian sign their application.

An individual, who is a resident of Arkansas may make application to use the Southeast Arkansas Regional Library as a non-region resident. Completion of an application, proof of residence and payment of a \$20.00 per year fee is required. This fee will cover the entire family.

Acceptable documents for proving residence are driver's license, utility and tax bills; check books, letters from employers, rental managers or the equivalent.

Responsibility for all lost or damaged materials charged to a card rests with the registered patron.

4.2 Materials

Card holders may use library services and materials according to the current rules and procedures. All circulating material may be checked out to every valid cardholder with the exception of movie rated material. Juvenile card holders younger than 17 may not check out movies that have a motion picture rating of R or its equivalent. It is the responsibility of the parents and legal guardians to monitor what their children are checking out. Parents and legal guardians are responsible for all fees, fines, lost or damaged items checked out on their children's library card.

Certain restrictions or allowances may apply, depending on collection strength, demand, material type, opening hours, etc. Some items require a refundable deposit.

4.3 Overdue materials

The purpose of the Library's overdue and retrieval policy is to encourage the return of the Library's materials. Persons will be given every opportunity to return the materials; however, legal action may be taken against those who violate the law by not returning materials.

The following overdue reminders may be sent.

	OVERDUE	CORRESPONDENCE
1 week	letter/email	
2 weeks		letter/email

After a month, the items are marked long overdue and the system blocks borrowing privileges. If materials are lost, the user is required to pay the replacement cost of the materials.

Failure to return materials and pay charges will result in the loss of library privileges.

4.4 Use Policy

The Southeast Arkansas Regional Library supports the rights of all individuals to free and equal access to information and the use of the Library without discrimination, intimidation, threat of harm or invasion of privacy.

Respect for Library Materials

The role of the Southeast Arkansas Regional Library is to protect collections, equipment and property for present and future users. Intentionally damaging, destroying or stealing any materials, equipment or property belonging to the Library, another customer or staff member is prohibited. Library users are advised to keep personal belongings with them at all times.

Respect for Library Facilities

The goal of the Southeast Arkansas Regional Library is to provide an enjoyable, clean, and comfortable environment for all library users. Examples of behavior that is not conducive to providing a clean and hygienic environment include but are not limited to:

- Eating or drinking, except in designated areas.
- Using restrooms for bathing or washing clothes.
- Bringing animals inside Library buildings, with the exception of service animals and those allowed during special Library programs.
- Tobacco use is prohibited inside all Library buildings and within 25 feet of entryways. Tobacco use is defined as the use of any tobacco product (i.e.) cigarettes, cigars, pipes, chewing tobacco, and electronic cigarettes.
- Roller skates, scooters, skateboards, or other similar devices may not be used on Library property.

Respect for the Rights of Others

The role of the Southeast Arkansas Regional Library is to provide a comfortable and welcoming environment for all library users. We ask Library users to be respectful of each other and behave in a manner that does not disrupt other Library users or interfere with the normal operation of the Library. Examples of disruptive behaviors include but are not limited to:

- Using profane, obscene or abusive language.
- Creating unreasonable noise and/or engaging in a violent, riotous or disorderly manner.
- Using audible devices without headphones or using headphones set at a volume that disturbs others. Using any communication device in a manner that disturbs others.
- Fraudulent use of another's library card and/or number for any purpose.

Respect for the Safety of Others

The Southeast Arkansas Regional Library seeks to provide its users with a safe and pleasant library experience. To insure the safety of all users:

- No trespassing or entering Library property when banned.
- No soliciting, campaigning, petitioning or loitering in the Library or on Library premises.
- The Branch Manager may restrict adult use of Children's area in order to ensure the adequate protection of the Library facilities and of persons and property.
- Weapons of any kind are prohibited on Library property.
- Shirts and shoes are required.
- Children should not be left unattended in the Library or on Library premises. (See Unattended Children Policy).

Failure to follow guidelines for library use can result in being banned from the library premises. The Branch Manager will be responsible for keeping a record of offenses and for notifying the Director on the third offense.

First Offense: One Week

Second Offense: One Month

Third Offense: Banned from Library.

Application to the Regional Director must be made for reinstatement.

For any violation of these rules, the Director at any time may exclude any member of the public from the library premises. Violators of the rules who refuse to leave the library premises when requested are subject to arrest under the criminal trespass section of the Arkansas code.

4.5 Internet Use Policy

In order to fulfill our mission to provide information without discrimination to all of the Region's citizens, we are providing public access to the Internet. The Internet is a global, digital network with no centralized control over users. The Library cannot police a global network and each individual user must take responsibility for his or her own activities on the Internet and for the activities of his or her children. Because of this, users should be aware of the following:

1. A patron must have a library card in good standing to use public computers. Library cards are not to be shared with friends or family members.
2. Patrons may not utilize the Library's computers in violation of any local, state or federal ordinances, regulations or laws, including any activities in violation of Arkansas Codes §5-68-501, §5-68-302, §5-41-103 and U.S. copyright law (Title 17, U.S. Code).
3. Patrons are prohibited from damaging or destroying equipment, software, or data belonging to the Library or to other users, including adding, altering or deleting files on Library workstation hard drives or other Library computer equipment.
4. In order to provide equitable patron access, session length and number of sessions per day is limited. All computer sessions, regardless of length, count towards the session number total.
5. Patrons must respect the privacy and sensibilities of other users.
6. Patrons are prohibited from engaging in any activity which is deliberately and maliciously offensive, libelous or slanderous.
7. Printing is available for a per page fee from most computer workstations.
8. To preserve patron privacy and to ensure system functionality, software or files are not permanently saved to the hard disk of any computer. Personal software may NOT be installed on library computers. Work may be saved to a USB device.
9. The Library does not provide support for patron's equipment that is connected to the Library's computers and does not assume any liability for those devices' functionality, contents or serviceability.

10. Those libraries who apply for E-Rate for internet access are in compliance with the Children’s Internet Protection Act. Adult patrons 18 years and older may elect to disable the filter for unrestricted access for any lawful purpose that meets SEARL guidelines. The library does not monitor and cannot control information accessed by patrons through the Internet. Parents and guardians are responsible for supervising their children’s Internet sessions. Parents may wish to visit sites such as www.safekids.com for suggestions on child safety on the Internet.

11. Southeast Arkansas Regional Library is committed to providing an environment free from harassment. Users may not display on screens and/or print materials that may be unlawful or prohibited under any applicable federal, Arkansas or local laws.

12. The Branch Manager is required to monitor the computers for violations of the above policies and laws. Persons found to be in violation or to be misusing or abusing the computers will be restricted from ALL Library use for the time specified.

First Offense:	One Week
Second Offense:	One Month
Third Offense:	Banned from library.

Application to the Regional Director must be made for reinstatement.

The Branch Manager will be responsible for keeping a record of offenses and for notifying the Director on the third offense.

4.6 Wi-Fi Use Policy

The Southeast Arkansas Regional Library is pleased to provide free wireless connection to the internet for patrons with their own devices. Patrons who utilize this service are responsible for reading and complying with the Internet Use Policy of the Library.

WIRELESS INTERNET USE POLICY The Library does not restrict access to the Internet and cannot protect users from objectionable material. *However, the Library, must enforce local and state laws regarding the Public Display of Obscene Material (Arkansas Code 5-68-205) and Protection against Material “Harmful to Minors” (Act 912, Act 1533 and Arkansas Code 5-68-501).*

- The Library cannot control the content or quality of information found on the Internet. Not all resources provide accurate, complete or current information. Users are expected to question the validity and quality of what they find.
- The Branch Manager is required to monitor the computers for violations of the above policies and laws. Persons found to be in violation or to be misusing or abusing the computers will be restricted from ALL Library use for the time specified.

First Offense:	One Week
Second Offense:	One Month
Third Offense:	Banned from the Library.

Application to the Regional Director must be made for reinstatement.

The Branch Manager will be responsible for keeping a record of offenses and for notifying the Director on the third offense. Users are also responsible for knowing how to connect their device to a wireless network-

4.7 Confidentiality

All circulation records are confidential and will not be divulged to any individual, agency, organization, etc., except upon the presentation of a Court Order requiring their release.

All requests for access to those records will be referred to the Director as the legal representative of the Regional Library.

4.8 FAX Services

The Southeast Arkansas Regional Library is pleased to provide fax services to the public at certain locations. Patrons needing fax service will be accommodated as soon as possible, but library services and operations will take priority. The Library is NOT responsible for the quality of the fax received or sent including missing pages, bad transmissions, failure to transmit or incomplete information.

There is no charge to the patron for the cost of the phone call, however patrons are charged a fee per page either sending or receiving to cover the cost of supplies, machine maintenance, and staff time.

4.9 Unattended Children

The Southeast Arkansas Regional Library encourages people of all ages to visit its libraries. In order to provide for the general safety of children using the library, the general welfare of all persons using the library, and to prevent disruption of library services, the following policies have been established:

1. All children age eight or younger shall, at all times, be attended and adequately supervised by a responsible person age fourteen or older. Adequate supervision requires that the responsible person be in the same room with the child/children at all times.
2. Children over eight years old may use the library unattended, subject to the general rules set forth for all users of the Southeast Arkansas Regional Library system concerning conduct. However, Southeast Arkansas Regional Library staff and administration assume no responsibility for any child left unattended.
3. Parents and Guardians, not library staff, are responsible for the behavior of their children. The library is not a child care provider but a public institution where all patrons have equal right to quiet, quality library services in a safe and relaxed environment.
4. Parents, guardians, and caregivers should be aware of library opening and closing times and make suitable arrangements to meet and/or transport their children within operating hours.
 - If the child is not picked up by fifteen minutes after closing, staff will call for police assistance. Officers have the option of taking the child to the police station for their safety and supervision.
 - Under no circumstances will a staff member transport children or young adults home or to any other destination.

4.10 Expired/Indebted Patrons

The Southeast Arkansas Regional Library personal library card expires one year from the time it was issued or renewed. In order to expunge outdated patron records the following policy will be followed:

Patrons whose accounts have been expired for three (3) or more years will be deleted from the library system, providing they have returned all items and owe the library no money.

Patrons whose accounts have been expired for five (5) years and owe the library less than \$3.00 will have their fines waived and accounts closed.

Patrons whose accounts have been expired for over ten (10) years and owe the library less than \$20.00 will have their fines waived and accounts closed.

4.11 Meeting Room Policy

“The American Library Association affirms that all libraries are forums for information and ideas....Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis regardless of the beliefs or affiliations of the individuals or groups requesting their use.” ..
American Library Association, LIBRARY BILL OF RIGHTS

Meeting and reading rooms may be used for educational, cultural, informational or governmental/civic activities and may include public lectures, panel discussions, workshops and other functions. Meeting rooms are intended for larger groups, and therefore minimum attendance requirements may be imposed.

By making a meeting room available as a forum, the Library does not sponsor or endorse the views of any group using the room. Library sponsored activities have priority in consideration of the rooms. Reservations can be made for use of a room by contacting the library and following local branch guidelines.

Patron Responsibilities

Patrons must adhere to all library policies, including the behavior policy and the Meeting and Study Room Rules of Use. Staff will use their best judgment in determining inappropriate use and discuss with patrons any activities that are unsuitable for the public gathering places.

The Library retains the right to monitor all meetings, programs and events conducted on the premises to ensure compliance with Library regulations.

4.12 Americans' With Disabilities

It will be the goal and policy of the Southeast Arkansas Regional Library to offer all patrons ready access to services and facilities.

When a patron informs the Region of an ADA covered disability, the Library will provide reasonable accommodation to ensure that person's ability to utilize the materials.

As new buildings are constructed and existing facilities are remodeled, ADA guidelines will be met.

4.13 Copyright

The Region will abide by the provisions of the U.S. Copyright Law both for internal as well as for patron use.

1. Signs will be posted on copy machines detailing the responsibility of the user.
2. Media may be copied for archival use only.
3. Approval for copying will be requested from the publisher before the Region will copy materials for distribution to its branches.
4. The Region will obtain licenses for all copies of software to be used.
5. The Director will be responsible for keeping current on the changing provisions of the law especially as it affects electronic information sources.