# GENERAL POLICY HANDBOOK

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By
The Board of Trustees
Mentor Public Library

TABLE OF CONTENTS


| **Section** | **Description** | **Page** |
|---|---|---|
| 1000 | Library Bill of Rights | 2 |
| 1100 | Organizational Chart | See PPM |
| 1200 | Service & Responsibilities | 4 |
| 1300 | Public Relations Statement | 5 |
| 1400 | Branches | 11 |
| 1500 | Collection Development | 12 |
| 1600 | Cooperation with Other Libraries | 26 |
| 1700 | Program Statement | 26 |
| 1800 | Internet Access | 29 |
| 1900 | Meeting Room Policy | 33 |
| 2000 | Public Records | 41 |
| 2100 | Gifts & Donations Policy | 44 |
| 2200 | Financial Policies | 51 |
| 2300 | Service to Patrons | 60 |
| 2400 | Volunteers | 71 |
| 2500 | Americans with Disabilities Act | 74 |

**1000.00 LIBRARY BILL OF RIGHTS**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. 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 individuals or groups requesting their use.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.

**1001.00** Library policy is a road map, setting out the terms of the library's operations.

**1002.00** Although the development of policy is accomplished in consultation with the Director, Fiscal Officer and the Management Staff, the final determination of library policy and its adoption are the sole responsibility of the Library Board of Trustees.

**1003.00** Policy should be clearly stated, giving a firm foundation for the administration of the library and the relationship of the management staff with the public. Except where details are

essential, as in hours of operation, the library policy should be expressed in BROAD terms since it is the BASIS for procedure and not procedures themselves.

**1004.00** Library Trustees should consider each item of policy carefully before it is adopted and recorded. The Director and Fiscal Officer are a source of informed recommendations for new or changed policies, growing out of day-to-day operation and contact with both the staff and the public.

**1005.00** Once a policy has been adopted, a policy has to have the support of the entire Board of Trustees, the Director, the Fiscal Officer and the Management Staff. The Board has an obligation to support the Director, Fiscal Officer, and Management Staff in carrying out Board policy. The Board should review and update their policies periodically.

**1006.00** The phrase 'Mentor Public Library' includes the Board of Trustees, administration, and all staff.

## 1100.00 ORGANIZATIONAL CHART

See Personel Policy and Procedure Manual 1.06

## 1200.00 SERVICE AND RESPONSIBILITIES OF THE MENTOR PUBLIC LIBRARY

"Reading is the basic tool of learning." (H.A. Foresman)

**1201.00** The public Library is dedicated to the purpose of enriching the community. In its role as dispenser of information, inspiration and recreation, its most important job is the selection of materials. This selection must reflect the needs of all members of the community, prospective patrons as well as current patrons. Factors of demand, necessity, and enrichment shall be considered in making the selection, limited only by budget constraints.

**1202.00** The Director and staff shall maintain a written selection process for purchasing materials for the Library. The process shall be approved by the Board.

**1203.00** The Library maintains a variety of electronic devices for the public's use. The Director shall develop rules for check-out and use of such devices. Such rules shall be communicated to the Board.

**1204.00** All materials acquired by the Mentor Public Library shall be purchased to meet the needs of the community. They are selected for the highest quality of content and format wherever possible.

**1205.00** When any item either purchased or donated is no longer useful, it shall be systematically weeded from the collection according to accepted professional practices and guidelines. The disposal of this material shall be left to the discretion of the Director or designee. Weeding shall be done on a regular rotation to ensure a collection that is current, relevant, and in good physical condition.

## 1300.00 PUBLIC RELATIONS STATEMENT

**1301.00** The Board of Trustees of the Mentor Public Library believes that quality public library service is relevant to the communities the library serves. Therefore, it establishes these following principals to be its "Philosophy of Public Relations."

**1301.10** The public will be treated to courteous and efficient service.

**1301.20** The Library will respond to all perceived and anticipated needs of the communities it serves to the best of its ability.

**1301.30** The public's contact with the Library, whether it is the first or last contact, will be pleasant, non-judgmental, and professionally conducted by all staff members.

**1301.40** The public will be kept informed of the services and the resources of this Library, as well as Library objectives, problems, plans, projects, and accomplishments.

**1301.50** The information contained in brochures, fliers, news releases and other printed items will be factual, non-biased, and precise.

**1301.60** The most powerful avenue for good "public relations" is still the word-of-mouth advertising given by the satisfied library user.

## 1302.00 COMMUNITY BULLETIN BOARDS AND LITERATURE RACKS

As a resource to the community, Mentor Public Library provides both bulletin boards and information racks for the posting and distribution of information related to educational, cultural, intellectual, community, or charitable activities and events. This privilege is open to all individuals and groups. Authorization for posting materials will be based on the guidelines in this policy and not on the individual viewpoints, beliefs, or affiliations of the person or group submitting the material.

All materials to be displayed must meet the following guidelines:

- Approval from the Library Director or his/her designee is required prior to posting. A reasonable period of time is required for review of the materials requested to be displayed, generally five (5) business days. Materials provided to the Library for posting will be date-stamped as of the date of submission. Unauthorized materials will be discarded.
- Limited space generally allows only short-term notices on a first-come, first served basis. Materials with an event date will not be accepted by the Library for posting earlier than fourteen (14) days prior to such event, and will be removed after such date has passed. Items which are not time-sensitive will be removed within a reasonable amount of time, generally ten (10) days after posting, but may be removed earlier based on need as determined by the Library Director or his/her designee.

- Only a limited quantity of materials can be accepted due to space considerations. No items given to the Library for display can be returned, but will be recycled as appropriate.
- Items to be displayed should be of reasonable size, generally 8 ½ X 11, or smaller.
- Priority placement will be given to groups and organizations promoting educational, cultural, intellectual, community, or charitable activities and events, and for events/activities occurring within Lake County.

The following materials are prohibited at the discretion of the Library Director or his/her designee:

- Materials which include profanity, nudity, discriminatory, defamatory, abusive, harassing, or other similarly inappropriate, obscene, or offensive content.
- Materials which promote alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity.
- Materials which support or oppose any labor organization or action by, on behalf of, or against any labor organization.
- Any political materials or issue that will be voted on.

The presence of a poster, brochure, flyer, newsletter, or any other material in the Library is not an endorsement of the activity, event, or viewpoints expressed. The Library is not responsible for the accuracy of any information displayed.

Community Bulletin Boards and Literature Racks Policy
Approved by the Board of Trustees July 18, 2018, Resolution #18-068
REVISED October 16, 2019, Resolution #19-098

## 1303.00 Exhibits and Displays

## 1303.10 Mentor Public Library Displays

Mentor Public Library recognizes the significance of displays in enhancing the library experience for our community. With a strong focus on encouraging the love of reading, lifelong learning, and creativity, the Library looks to establish connections between the diverse needs of our community, our vast collections, our digital services, and our programming.

The final responsibility for the display of library materials is held by the Library Director, but day-to-day responsibility is shared by employees throughout the library. Library staff use the following criteria in making decisions about display topics, materials, and accompanying resources:

- Community needs and interest
- Availability of display space
- Promotion of the diverse holdings of the Library's collections, resources, and services

- Historical, cultural, or educational significance
- Connection to other community or national programs, exhibitions, or events
- Support for Library events, programs, activities, and accomplishments
- Presentation quality
- Budget

The Library may partner with other community agencies, organizations, educational institutions or individuals to develop and present co-sponsored displays and exhibits.

Displays will appeal to a range of ages and interests and will cover a wide-ranging spectrum of viewpoints and information needs. Displays will not exclude topics, books, resources, or other material because they may be considered controversial. Displays do not imply endorsement of the content of the display or exhibit, and do not express the views of the library. The Library does not accept responsibility for ensuring that all points of view are represented in any single display.

The Library welcomes expressions of opinion from patrons concerning library displays. If a patron questions a library display, they should first address the concern with a library staff member. Patrons who wish to continue their request for review of a library display may submit a Statement of Concern form and will be considered according to the Statement of Concern policy.

## 1303.20 Community Member Displays

Exhibit and display space is used primarily for the promotion of Library materials, programs, and services. When these spaces are not otherwise in use, the Library may provide, at its discretion and subject to the stipulations below, space for the display or exhibit of collections or materials which are of general interest to the public. Exhibit and display space is not intended to be a public forum. Preference for use of exhibit and display space shall always be given to the Library for its needs and purposes.

The Library will not act as an agent for the exhibitor. Exhibitors are encouraged to post statements about their work, but price tags or the posting of price lists are not permitted.

In general, the Library does not accept commercial displays for any group unless they have a special educational, informational, or cultural value to the community.

Only displays or exhibits promoting or showcasing educational, historical, charitable, cultural, or recreational information or opportunities will be permitted. A personal or private collection must be of interest and acceptable to the general public.

The following categories of materials will not be accepted for display:

- Advertisement of any active business or commercial venture;

- Items or services being offered for sale;
- Promotion of or opposition to current political officials, candidates, campaigns, parties, or issues;
- Promotion of or opposition to any labor organization;
- Promotion of alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service or activity;
- Items which are illegal, hazardous, dangerous, or harmful to the safety of persons and/or property; and
- Anything of a discriminatory, defamatory, harassing, graphic, vulgar, or obscene nature, or is otherwise inappropriate for public display.

The Library reserves the right to approve the display, content, and arrangement of all exhibits. Exhibitors shall ensure that the exhibit or display of materials is done in a safe manner that does not damage the property of the Library or any other person. The exhibitor may be held responsible for any damage caused to any property. The exhibitor is responsible for the creation, set up, and removal of the display in a timely manner.

Request for display space should be made to the Administrative Assistant at Main and to the Branch Manager at branch locations. Groups or individuals may reserve specific display areas up to twelve (12) months in advance but may not reserve the display area for more than one month at a time. Requests for space are filled on a first-come, first-served basis. Library use of display areas takes precedence.

The presence of a particular display in the Library does not indicate that the Library either advocates or endorses the viewpoints of exhibits or exhibitors.

The Library assumes no responsibility or liability for the preservation, protection, damage, or theft of any item exhibited or displayed. Items are placed on display in the Library at the owner's risk. By displaying an item, the exhibitor and owner (if different from exhibitor) of such material(s) agree that the Library shall not be liable for any harm, damage, or loss to such material(s).

The Library Director shall make the final determination as to whether materials comply with this policy. The Library reserves the right to cancel any exhibit or display or to limit the type or amount of materials to be displayed at its discretion at any time.

Adopted by the Board of Trustees July 18, 2018, Resolution #18-068
Revised October 16, 2019, Resolution #19-098
Updated by the Board of Trustees November 17, 2021, Resolution # 21-101
Revised July 16, 2026

## 1303.30 Community Tables

Nonprofits (501c3), or Government agencies, located in the service area or providing services to the service area of the library may request to have a manned table set up inside the library for the purpose of providing information to patrons regarding resources available to members of the community.

The following guidelines will apply:

- The Library will decide on the date, time, and location of the table which will vary depending on the branch and current setup and activities at that location.
- A qualified agency may request a table no more than 3 times over a 6 month period. Each session will last no longer than 3 hours.
- The agency must staff the table during the allotted time.

Prohibited activities include:

- Advertisement of any active business or commercial venture;
- Items or services being offered for sale;
- Promotion of or opposition to current political officials, candidates, campaigns, parties, or issues;
- Promotion of or opposition to any labor organization;
- Promotion of alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity;
- Items which are illegal, hazardous, dangerous, or harmful to the safety of persons and/or property; and
- Anything of a discriminatory, defamatory, harassing, graphic, vulgar, or obscene nature, or is otherwise inappropriate for public display.
- Agency representatives may not wander the library and may not approach patrons about their services.

The presence of a particular agency in the Library does not indicate that the Library either advocates or endorses the viewpoints of that agency.

The Library reserves the right to approve the table display, content, and arrangement of all materials. Agencies shall ensure that the table or display of materials is done in a safe manner that does not damage the property of the Library or any other person. The agency may be held responsible for any damage caused to any property. The exhibitor is responsible for the creation, set up, and removal of the display table in a timely manner.

Adopted by the Board of Trustees July 16, 2025

# Mentor Public Library
# Exhibit/Display Request and Waiver of Liability

Describe what will be displayed:

Date to be installed: _____ Removal Date: _____

Applicant Name: _____

Applicant Address: _____

Phone #: _____

Name of owner of materials to be displayed (if different from name above): _____

Phone # of owner (if different from above): _____

By signing this form, the undersigned applicant acknowledges receipt of the Library's Exhibits and Display policy and agrees to adhere to all policies and procedures. The Library assumes no responsibility or liability for the preservation, protection, theft, or damage of any item exhibited or displayed. Items are placed on display in the Library at the owner's risk. **By signing this form, the undersigned, for him/herself and on behalf of the owner of displayed items, releases the Library, its Board, employees, volunteers, and agents from all liability for any loss, damage, theft, or harm to any items displayed or property.**

Signature of applicant: _____ Date: _____

## 1304.00 POLITICAL ACTIVITIES

Individuals or groups of individuals requesting signatures on petitions that are in the interest of the general public or for initiatives intended for the ballot in a general election are permitted on sidewalks and other outdoor public areas around the library as long as the activity does not interfere with patrons accessing the library entrances or library services. Petitioners are NOT permitted to:

- Block patron access to the Library including in the parking lot
- Harass patrons in an effort to obtain signatures
- Intimate that the Mentor Public Library endorses or supports their cause
- Gather signatures inside the Library

The presence of petitioners on library property does not confer the library's approval, endorsement, or support of the petitioner's cause.

## 1400.00 BRANCHES

**1401.00** "The mission of a public library is to give as much and as good service to as many citizens within its area of influence as it is possible."

**1401.10** The Board of Trustees believes a public library system must provide quality library service and materials to citizens of the communities of the Mentor Public Library District. Provisions of these services and materials are done so far as it is fiscally able to do; keeping in mind that a strong main library is needed to ensure in-depth collection and/or staff support for any size additional service units. The Mentor Public Library will continue to provide quality library service through a system of welldefined service outlets which may include separate "branch" facilities.

**1401.20** A "branch" is defined as an agency in its own physical space that includes a permanent collection of materials and/or provides services and programs. A 'branch' has paid staff members and is open to the public on a regular schedule of hours.

**1401.30** The Board of Trustees adheres to the theory of branch services which states that it is mainly an agency for the circulation of popular library materials at neighborhood levels, acts as an instruction to library services, and offers limited programming.

**1401.40** The Board of Trustees retains final responsibility for a decision to provide branch services in any of the neighborhoods of the communities in its primary service area.

## 1500.00 COLLECTION DEVELOPMENT

### 1501.00 COLLECTION DEVELOPMENT POLICY

The purpose of this Collection Development Policy is to:

1. *Identify guidelines for the selection of library materials and evaluation of the collection.*
   The Collection Development Policy will describe the scope and nature of the collection, name the philosophies by which selectors should make collection decisions, and outline plans for continuing to develop resources, making the best use of available funds.
2. *Enable selectors to work toward the mission of the Mentor Public Library and the goals of the Strategic Plan.*
   The Mission of the Mentor Public Library is to enrich people's lives and foster a vibrant and informed community through diverse resources, services, and programs.
3. *Inform the Library Board and the general public of the principles upon which selections are made.*

This policy will be available upon request and posted online.

**RESPONSIBILITY STATEMENT**

The Executive Director is ultimately responsible for the MPL collection, but can delegate the following responsibilities to the Collection Development Manager:

1. The duty to work with the Cataloging and Reference departments to accomplish mutual acquisition, cataloging, and processing goals.
2. The duty to promote consistency in the selection and maintenance of materials.
3. Authority to approve or reject selection recommendations from selectors, other staff, and the public.
4. Authority to make final decisions on the withdrawal of circulating materials, the rebinding of books, repackaging of audiovisual materials, replacement orders, and the addition of gifts to the cataloged collection.
5. Authority to review collections in the Library and evaluate their contents.
6. Authority to initiate any weeding projects as a result of collection evaluations.

*Managers, Librarians, and Library Associate staff may participate in the selection of materials.*

**GENERAL SELECTION CRITERIA**

Selectors should take the following general criteria into account for all materials in all formats selected for Mentor Public Library. Additional specific criteria are listed when appropriate for different types of materials. All items selected will meet several of the general or specific criteria. Presence of an item in the collection is not an endorsement of any point of view by the Library.

- Meets current and anticipated needs and interests of the public with emphasis on items in support of the goals of the strategic plan.
- Historical or cultural significance to Lake County, Northeast Ohio, or Ohio
- Has been verified as a reliable and accurate source.
- Contains timely information and current format.
- Produced by qualified and reputable authors, artists, or publishers.
- Reviewed in professional journals or other media sources.
- Contributes to diversity or breadth of collections.
- Presents unique or controversial points of view.
- Has been included in standard vendor selection tools.
- Received a nomination for a major award or prize.
- Falls within allotted materials budget (price).
- Is available for purchase through standard vendors.

**ADULT RESOURCES**

The Adult Non-fiction Collection will provide current general information and popular browsing nonfiction materials. The non-fiction collection will include many points of view to present a balanced selection of material. The Reference Collection will consist of materials which, because of rarity or cost, are most appropriately used in the library.

Specific Criteria for All Non-fiction:

- Broadens and diversifies subject collection.
- Provides thorough coverage of a subject.
- Contains essential information and a significant perspective on the subject matter.
- Allows access to retrospective information.

The Adult Fiction Collection will provide general, current, and popular fiction titles as well as genre fiction.

Specific Criteria for All Fiction:

- Represents a multi-cultural population or a diverse perspective.
- Possesses literary merit.
- Includes items written by local authors.
- Retains historical and lasting interest.
- Is part of a popular existing series.

The Large Print Collection will contain bestselling fiction and non-fiction, including classics, biographies, and genre fiction.

The Electronic Resource Collection will contain online information resources (including databases), electronic fiction, and non-fiction books, search engines for full text collections, digital collections of data and data sets. Not included is the device upon which one would read

the electronic resource.

Specific Criteria for All Electronic Resources:

- Is easy to navigate and use.
- Meets hardware and/or software requirements.
- Makes information available to multiple users at once.
- Enhances or surpasses print equivalent in terms of information retrieval power, speed, flexibility, search options, help features, and full text.
- Can be accessed only in digital format.
- Includes vendor support and maintenance.
- Provides staff training or patron assistance.

**YOUNG ADULT RESOURCES**

The Young Adult Non-Fiction Collection will provide current general interest and informational materials. This collection will include many points of view to present a balanced selection of material. This collection will meet needs of young adults (12 to 18 years).

Specific Criteria for Young Adult Non-fiction:

- Meets criteria for adult non-fiction.
- Can be used for research and school reading.
- Caters to the interests of young adults.
- Is thematically and linguistically age appropriate.
- Presented at a level and in a format that appeals to young adults.

The Young Adult Fiction Collection will provide popular browsing materials that include standard authors and titles as well as special interest titles.

Specific Criteria for Young Adult Fiction:

- Meets criteria for Young Adult fiction.
- Age or grade level of main characters.
- Complexity of vocabulary.
- Appeals to young adult tastes in genre, format, and writing style.
- The Graphic Novel Collection will provide fiction and non-fiction titles of interest.

Specific Criteria for Graphic Novels:

- Contains quality art work.
- Is durable.

**CHILDREN'S RESOURCES:**

The Children's Non-fiction Collection will contain a variety of informational works on topics of interest to children. The non-fiction collection will include many points of view to present a balanced selection of material. The Children's Reference Collection will consist of materials which, because of rarity or cost, are most appropriately used in the library. The Children's

collection will meet the needs of children from birth to grade six.

Specific Criteria for Children's Non-Fiction:

- Is linguistically and thematically age appropriate.
- Contains high quality illustrations, maps, graphics, and photographs.
- Appeals to recreational readers and casual browsers.
- Can be used for self-education and school assignments.

The Parenting Collection will address the needs of parents, guardians, caregivers, educators, and others who work with children.

Specific Criteria for Parenting Collection:

- Items collected will focus on children from birth to grade six.
- Materials are written to be used by a parent/caregiver and child together.
- Materials cover topics that either include sensitive issues which may be difficult for a parent, guardian, caregiver, or educator to approach with a child (e.g. death, illness, incarceration) or are related to child development (physical and emotional).
- Offer tips and suggestions to the parent, guardian, caregiver, or educator on a difficult, complicated, or controversial subject.
- Materials will often have additional information and resources included on the topic.
- Materials may be fiction or nonfiction.

The Children's Fiction Collection will range in reading level from "starting to read" books to chapter books. The collection will meet the needs of readers of different abilities and tastes. All literary genres are purchased.

Special Criteria for Children's Fiction:

- Possesses literary merit.
- Represents a multi-cultural population or a diverse perspective.
- Is linguistically and thematically age appropriate.
- Is part of a popular existing series.
- Age or grade level of main characters.

The Picture Book Collection will be comprised of books in which the illustrations are the dominant feature. The purpose of this collection is to introduce children to the world of books. The types of books in this collection are concept books, wordless picture books, board books, picture storybooks designed to be read aloud, and stories for independent readers.

Specific Criteria for Picture Books:

- Contains pictures and text that enhance and reinforce each other.
- Possesses high quality artistry and writing.
- Is linguistically and thematically age appropriate.

The Electronic Resource Collection includes online information resources (including databases), electronic fiction and non-fiction books, search engines for full text collections, digital collections of data and data sets. Not included is the device upon which one would read the electronic resource.

**MEDIA**

The Recorded Music Collections will include music from a broad range of styles and eras in varying degrees of depth. Generally, this is a popular browsing collection for all ages. The children's music collection is designed to introduce children to a full range of musical appreciation and expression. Rating guides and warning labels are not assigned by the Library.

Specific Criteria for Music:

- Possesses artistic merit.
- Includes local artists.
- Contains accompanying documentation or notes.

The Spoken Media Collection will fulfill the recreational and informational needs of adults, young adults, and children who want or need material in popular current audio formats.

The Video Media Collection will include entertainment, educational, and informational media for adults, young adults, and children. Rating guides and warning labels are not assigned by the Library.

The Video Game Collection has rating guides and warning labels which are not assigned by the Library.

**PERIODICALS**

The Periodical Collection will provide a source of current information not often available in book or other formats. The Library provides a broad range of general and specific interest periodicals for all ages.

Specific Criteria for Periodicals:

- Represents a variety of interests.
- Can be used for research as a supplemental source of information.

**LIBRARY OF THINGS**

The Library will select materials for the Library of Things based on the needs and interests of library patrons. The Library reserves the right to take a Thing out of circulation temporarily to use for library purposes (programs etc.) or for repair.

Not all library materials may be suitable for all members of the community. Responsibility for a child's use of library materials, regardless of format or content, lies with the parent or guardian, not with the library.

**GIFT MATERIALS**
The Library will accept gifted materials with the understanding that the same standards of selection are applied to gifts as to materials acquired by purchase. The Library reserves the right to evaluate and to dispose of gifts in accordance with the criteria applied to purchased materials. Unused donated material may be used for the book sale or discarded by the staff. The staff will not assign a monetary value to any donated material. However, a patron may request a receipt with the number of items donated to the Library.

**DOCUMENTS**
Mentor Public Library is not a depository library for state or federal documents.

**TEXTBOOKS AND CURRICULUM RELATED MATERIALS**
The library strives to provide material that promotes continued independent learning. We believe that providing textbooks and curriculum materials is the responsibility of the schools, but we will strive to provide some curriculum related materials. Selectors will purchase textbooks for the collection only if the textbooks supply information that surpasses standard books in quality or scope. The public library will not assume the responsibility for purchasing textbooks for wide and general distribution.

**SELF-PUBLISHING/LOCAL AUTHORS**
Self-published works are not solicited, except in cases of local or genealogical interest.

Local authors are welcome to donate a copy of their book to the Library. Donated books become the property of the Mentor Public Library and will not be returned.

Decision to add self-published and/or local author's items to our circulating collection from will be based on:

- Our Collection Development Policy
- Professional reviews from professional sources
- Publication date, preferably within the last 24 months

The Library's selectors are unable to meet individually with each local author. All titles will be carefully considered. Books not added to the collection may be used for the book sale or discarded by staff.

Self-published and Local author items added to the collection are held to the same standards as the rest of the collection. Materials may be removed at some point due to lack of use, poor condition, space, and more.

**RETENTION OF LIBRARY MATERIALS**
The library's ability to purchase and store materials is limited by the size of its budget and its building. Because of this, we have established criteria for retaining or withdrawing materials. These criteria may be applied to all formats.

Criteria for retaining or withdrawing materials:

- Whether the material covers content patrons are currently interested in.
- Whether the material is steadily circulated.
- The condition of the materials.
- Whether the material retains educational significance and contributes to the breadth and depth of the collection.
- Is a necessary part of collection and cost of replacement falls outside budgetary constraints.
- Demand for the material.
- Whether the material retains status as an accurate and reliable source.
- Whether the material retains current information.
- Availability of the item in alternative formats
- Feasibility and cost of repair.
- Feasibility and cost of replacement.
- Space considerations.
- Number of available duplicate copies (within Library and Clevnet)
- Adequate coverage of a particular subject
- Availability of materials through other means such as Interlibrary Loan

**LOST AND REPLACEMENT**

It is the intention of Mentor Public Library to maintain a high physical quality of materials. To this end, patrons of Mentor Public Library have two options for any lost or badly damaged items checked out to them on their library record.

- The first option is to pay for the item lost or damaged.
- The second option is to purchase a new unused, identical item to replace the item that was lost or damaged. This requires prior approval by the library.

The patron's intention for replacement or paying should be made to the staff so arrangements can be made with the proper department. No refunds will be given.

**1502.00 STATEMENT OF CONCERN REGARDING LIBRARY MATERIALS**

The Mentor Public Library provides opportunities to all individuals to freely examine subjects and make their own decisions. While patrons are free to select or reject library materials for individual use, they may not enforce censorship in the lives of others.

Responsibility for the reading materials of children and adolescents rests with their parents or legal guardians. The library will not act in loco parentis with regard to the selection of library materials for its juvenile patrons. Selection will not be inhibited by the fact that materials may inadvertently come into the possession of children. Since the library cannot anticipate a family's persuasion on controversial issues, the Library encourages parents to have an active

and responsible interest in their child's choice of items.

If a patron who is a resident of the Mentor Public Library service area has concerns about the inclusion of an item in the Library Collection, the library patron must complete the Statement of Concern Regarding Library Materials Form and submit it to the Library. After the patron has returned the completed form to the Library, a response in writing will be sent to the Patron. A title with multiple Statements of Concern will be grouped together and reviewed as one.

The Statement of Concern Regarding Library Materials Form may be referred to a committee consisting of the Selector of that part of the collection, the Collection Development Manager, and other Librarians, Managers, or Library Associates to determine whether retention of the item would be in violation of the Collection Development Policy. The committee will reconsider the item using the general criteria and specific criteria of the Collection Development Policy and reviews from recognized sources, and then make a written recommendation. They will inform the patron of their decision in writing in a timely manner.

If the patron is still not satisfied, they may submit an appeal to the Library Director. Such appeal shall not exceed two pages and should include copies of the original Statement of Concern Regarding Library Materials Form and the committee's written decision. The Director will respond in writing to the library user regarding the decision.

Final responsibility for Statements of Concern rests with the Board of Trustees and their decision is final. No items will be sequestered to control access. Once a title has been reviewed it will not be reviewed again for a period of three (3) years.

MENTOR PUBLIC LIBRARY
STATEMENT OF CONCERN REGARDING LIBRARY MATERIAL
Note: your request will become a matter of public record, including your name and address.

Your Name: _____
Address (must be in the Mentor Public Library service district):
_____
_____
Phone/email: _____

Representing: Self_____ Other Individual _____ (Name_____)
Organization_____ (List Name :_____)

---

Item Title:_____

Author or Artist: _____

Publisher:_____ Publication Date: _____

Book _____ Magazine _____ Video _____ Music _____ Other: _____ (Please specify)

1. Did you read, view, or listen to the entire work?
   _____ Yes
   _____ No (If 'No," please do so. The Library will <u>not</u> consider a statement of concern if the material is not examined in full.)

2. How did this resource come to your attention?
   _____
   _____
   _____

3. What concerns do you have regarding the work? Please be specific. (Attach additional pages if needed)
   _____
   _____
   _____
   _____

4. What action would you want to see the Library take?

_____
_____
_____

5. Are there other resources you would suggest to provide additional or supplemental information and/or other viewpoints on this topics?

_____
_____
_____

Have you read the following (mark YES or NO):

____Mentor Public Library's Collection Development Policy (1501.00)
____Mentor Public Library's Statement of Concern Policy (1502.00)
____Freedom to Read Statement (1503.00)
____Freedom to View Statement (1504.00)

Signature(s)_____ Date: _____

**1503.00 FREEDOM TO READ STATEMENT**

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

   Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

   Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

   No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

   To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

   The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to*

*impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

   The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

*Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.*

**1504.00 FREEDOM TO VIEW STATEMENT**

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.

2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.

3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.

4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.

5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

*Endorsed January 10, 1990, by the ALA Council*

## 1600.00 COOPERATION WITH OTHER LIBRARIES

**1601.00** The Mentor Public Library will join cooperative networks and/or will cooperate with other libraries in the region to achieve a variety of source sharing objectives, to facilitate, to promote, to enhance library operations and to use resources or services for its users.

**1601.10** These kind of cooperative ventures may be, but not limited to, discounts, interlibrary loans, rotating material collections, printing, workshops, etc.

**1601.20** The primary reason for cooperation with other libraries is to better serve the interests and needs of the residents of the area and of users of this library. The ability to cost-share and save valuable funds is a secondary reason for cooperation with other libraries.

## 1700.00 PROGRAM STATEMENT

**1701.00** The Mentor Public Library recognizes the need to provide quality programs for all ages in keeping with the mission, vision, and goals of its strategic plan.

**1702.00** Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces users and non-users to Library resources
- Offers informational, entertaining, or cultural experiences
- Provides opportunities for lifelong learning
- Expands the visibility of the library

**1703.00** Library programs shall generally be voluntary, free, and open to the public. However, at the discretion of the Director, a fee may be permissible for certain types of Library initiated programs. The Library's philosophy of open access to information extends to library programming. The library does not discriminate on the basis of race, color, religion, sex, national origin, age, or any other characteristics protected by local, state, and federal law.

**1704.00** Library staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget

- Safety considerations
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to library collections, resources, exhibits and programs

In addition, the library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational, and cultural institutions or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs. Performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.

**1705.00** Registration may be required for planning purposes or when space is limited. Programs may be held on site at any library location or off site. Any sales of products at library programs must be approved by the Director and benefit the library. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

**1706.00** Ultimate responsibility for programming at the library rests with the Director, who administers under the authority of the Board of Trustees. The Director, in turn, delegates the authority for program planning to department managers.

The library welcomes expressions of opinion from users concerning programming. Users should first address these concerns with the library staff member. Users who wish to continue their request for review of library programs must submit the statement of concern form. Requests for review of programs will be considered in the same manner as statement of concern regarding library materials as outlined in 1502.00

**1707.00 POLICY ON PROGRAMS FOR YOUTH**

**1707.10** As part of Mentor Public Library's ongoing service it regularly conducts programs for the youth (individuals under the age of 18).

**1707.20** All programs involved with youth that are conducted by library staff or a program leader are to follow one of these methods where possible :

**1707.201** For children under the age of seven (7): In a program room with a parent/legal guardian or an adult volunteer in clear observation of the room; or

**1707.202** In a program room surveyed by a video monitoring system.

## 1800.00 INTERNET ACCESS

**1801.00** Integral to the Mission of the Mentor Public Library is the provision of meeting the information needs of the diverse population in our Mentor Public Library District. The Library endeavors to develop collections, resources and services to meet these needs. It is within this context that the Mentor Public Library offers access to the Internet via the Ohio Public Library Information Network (OPLIN).

**1801.10 Disclaimer**
It is understood by users of OPLIN and the Internet that most of the information available is NOT generated by the Mentor Public Library or OPLIN. The Library, through OPLIN and Clevnet, provides access to reference databases of general and special periodical materials, readers' advisory services, homework centers to assist students with research assignments, and legislative, historical and archival materials and information.

**1801.20** Information available through the Internet is not warranted by the Mentor Public Library nor OPLIN to be accurate, authoritative, factual or complete. The availability of networked information via the Mentor Public Library does not constitute any endorsement or ratification of that information. The Mentor Public Library and OPLIN are not responsible for the content of the networked information available. The use of OPLIN, Clevnet, and the Internet to engage in any activity which constitutes violation of local, state, and/or federal laws is strictly prohibited.

**1801.30** All users of this service agree to hold the Mentor Public Library, Clevnet, and OPLIN harmless from any and all claims, losses, damages, obligations or liabilities, directly or indirectly relating to the use of OPLIN, Clevnet, and the Internet, caused thereby or arising there from. In no event shall the Mentor Public Library, Clevnet or OPLIN have any liability for loss of profits or for indirect, special, punitive, or consequential damages or any liability to any third party, even if the Mentor Public Library, Clevnet, or OPLIN is advised of the possibility to such damages.

**1801.40 Library Staff Assistance on the Internet:**
Library staff will help in accessing databases and websites on the Internet. The Library staff will be unable to provide in-depth training, except in a classroom setting. However, Library staff will be able to offer searching suggestions and answer questions about the resources of OPLIN and Clevnet and, to a limited degree, on the Internet

**1801.50** Use of Mentor Public Library computing technology is a privilege. We reserve the right to protect that privilege from misuse or abuse.

**1801.501** As with other library materials parents and guardians of minor children must assume responsibility for their children's use of the Internet.

Parents and guardians are advised to supervise their children's Internet sessions at MPL.

**1801.502** Anyone using library computers expressly consents to all Mentor Public Library policies and rules.

## 1802.00 GUIDELINES FOR ACCEPTABLE INTERNET USE AT ALL MENTOR PUBLIC LIBRARY LOCATIONS

**1802.10** Sign in to use an Internet Computer. The Library uses software for signing in and out of computer stations in the Internet Area.

**1802.20** Use of the Internet computer will be on a first-come basis. Patrons may use the computer for various times based on demand.

**1802.30** Some uses of the Internet are strictly prohibited. These include ***but are not limited to*** the following:

- Illegal activities (violations of local, state or federal laws)
- Harassment of others
- Violation of Mentor Public Library network security measures
- Unauthorized copying of copyright protected materials
- Unauthorized access of computer accounts by use of passwords, access codes, or network identification numbers assigned to others
- Disrupting the use of the Internet by other patrons
- Sending, receiving or displaying text or graphics which can be construed as obscene as defined by *Ohio Revised Code* 2907.01.

**1802.40** To use a computer, patrons should have less than $50.00 in fines and fees. Patrons who login with their library card will receive $0.50 in free printing each day.

**1802.50** Misuse of MPL's technology to disrupt MPL network functions is strictly prohibited. Abuse of Mentor Public Library's acceptable Internet Use Guidelines may result in revocation of the user's technology privileges in addition to legal prosecution.

## 1803.00 USE OF MENTOR PUBLIC LIBRARY'S SOCIAL MEDIA SITES

**Purpose of the Library's Social Media Sites:**
The Mentor Public Library ("Library") has established social media sites primarily in order to inform Library users about Library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events and materials. The Library's Social media sites may also be used to notify the general public of Library employment

opportunities. The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing library programs, events, and materials.

**Agreement:**
By joining, utilizing and/or posting on the Library's social media sites, you agree to comply with this procedure, and the Mentor Public Library's policies on Behavior and Conduct and Internet and Computer Use, as applicable.

**Disclaimer:**
The Library is not responsible or liable for the content of postings by third parties on any Library sponsored social media site, and postings do not reflect the opinions or positions of the Mentor Public Library, its employees, or its Board of Trustees.

**No Privacy:**
You should have no expectation of privacy in postings on Library sponsored social media sites, and by utilizing these sites, you consent to the Library's right to access, monitor, and read any postings on the sites.

**Ownership:**
By posting on the Library's social media sites, you give the Library permission to use your name, profile picture, and the content of any posting you make without compensation to you or liability on the part of the Library. This permission ends when you delete your posting.

**Public Comments and Posts:**
All interactions will be regularly monitored and reviewed for content and relevance. The library reserves the right to refrain from posting user submissions or comments or to remove or edit them at any time, as determined by the Library in its sole discretion. All content posted to sites maintained by the library is subject to our Behavior and Conduct and Social Media policies. Individuals who violate either policy may be banned from the Library's social media sites and/or facilities and authorities may be contacted.

Users of library social media are expected to interact with the library and each other in a civil, respectful, and constructive manner. All posts to Library social media sites are subject to the following:

- Stay on topic. Comments and posts should be library related.
- Duplicate posts from the same individual will be deleted.
- Don't include personal information about yourself or others, except with their consent.
- Spam and commercial content will be removed. The library will remove posts or comments used for campaigns, political, religious, or commercial purposes or for soliciting funds. Gratuitous links to sites are viewed as spam and will result in removal of the comment.
- Individuals should not post anything that they do not have the right to post.

- Posts containing offensive, derogatory, name-calling, obscene, threatening, or abusive language or hate speech are strictly prohibited and will be deleted. Individuals are fully responsible for libelous or defamatory comments.
- No harassing, stalking, abusive, or unlawful behavior will be tolerated. This includes posts that foster, discriminate, or harass on the basis of race, creed, color, age, gender, marital status, religion, national origin, physical or mental disability, sexual orientation, ancestry, or any other category protected by federal, state or local laws.
- Be aware of copyrighted and trademarked materials. Do not place information, intellectual property, logos, trademarks, or photos protected by copyright and trademark laws without the permission of the owner.
- Posts that are knowingly false will be removed.

Library staff and representatives are to remain neutral in library-related posts and in response to questions. Staff may offer information or resources to answer any questions and assist users to make informed decisions.

**Violations of this policy:**
Postings which the Library in its sole discretion, deems unpermitted under this policy, may be removed in whole or in part by the Library or its agents immediately upon discovery by the Library (or its agent) without prior notice. The Library reserves the right to terminate accounts, ban, or block users who have posted in violation of this policy on more than one occasion. Appeals may be made to the Library Director.

**Reporting Violations:**
Users may report concerns. Administrators will respond to those concerns as soon as possible.

Approved May 17, 2023
Motion: 23-052

## 1900.00 MEETING ROOM POLICY

The Mentor Public Library provides meeting rooms for library-sponsored or co-sponsored programs which meet the library's civic, informational, cultural, educational, and recreational service goals. Library sponsored or co-sponsored programs have first priority in scheduling. The Library may choose to partner with organizations or businesses to provide fee-based services or goods if they are deemed to be in the public interest and fit the mission of the Library.

When the meeting rooms are not in use for library activities or library-sponsored activities, they may be reserved for the purposes and in the manner outlined in this policy. Rooms available for reservation are: Main Library's James R. Garfield Room, Frances Cleveland Room, Village Room; and Lake Branch's Beryl B. Paulson Room.

When the meeting rooms are available, they may be reserved on a preferred-status format to qualified organizations exempt from taxation under section 501(c)(3) of the Internal Revenue Code of 1986, or non-profit organizations operated exclusively for charitable purposes as defined in division of ORC 5739.02 (B)(12) (non-profit documentation may be required), local community organizations and committees, and for group-study use at no charge. Organizations who can provide verification of an affiliation with a local school or school district, city or county government or other library may use the room free of charge. The public cannot be excluded from attending.

Homeowner/Condominium associations are granted one free use of the meeting room annually. Individuals conducting depositions with an attorney may also be granted use of the meeting room free of charge.

Private or public corporations or businesses and groups not meeting IRS 501c3 status (commercial or for-profit in nature) may reserve the meeting room for a fee. Rental fees will be charged in accordance with the fee structure approved by the Board of Trustees listed below. These meeting are not open to the public.

Rooms cannot be reserved more than four (4) months prior to your requested date. Reservations and rental are limited to no more than four (4) occurrences in a four (4) month period. However, if rooms are available, additional times may be reserved, but requests may only be made 48 hours in advance of the desired date.

**POLICY GUIDELINES**

Policy for use of the Mentor Public Library facilities is determined by the Board of Trustees of the Library and administered by the Library's Executive Director or the Director's designee. All activities and programs conducted in the Library and its facilities are subject to the general rules and regulations of the Mentor Public Library including the Behavior and Conduct Policy. Questions not covered in this policy, will be decided by the Board and/or Executive Director at their earliest convenience.

The Library reserves the right to attend any event held in its facilities.

The Library's meeting rooms may be reserved for meetings intended to provide information, education, training, or engage in discussion. Use of the Library's meeting rooms for financial gain is prohibited. Non-Library sponsored groups are not permitted to sell goods and/or services on library premises. No collections or petitioning is permitted. Imposing entrance fees/admission charges other than to cover the cost of the program (speaker fee, meals, handouts etc.) is prohibited. Club dues and other shared costs within an organization are not considered fees. Educational entities may charge nominal tuition costs with Library approval.

Fundraising events sponsored by the Library or other organizations affiliated with the Library are permitted. Fundraising events for outside organizations are not permitted.

Social gatherings such as showers, birthday parties, family reunions etc. are not permitted. Individuals may not operate a business using the meeting rooms.

In all reservations and rentals, the individual reserving the room is required to have a valid MPL Library or Clevnet card in good standing (fines under $10.00), be at least 18 years old, and a resident of the State of Ohio. This person will be designated as the responsible party and must be in attendance for the entire rental period and is responsible for the conduct of the group and for any loss or damage to library property and/or equipment. If damage is found or additional cleaning is required a minimum of $50.00 may be added to the library card of the individual who reserved the room.

Those reserving the meeting room who wish to record the event must obtain permission from the speaker/presenter and notify attendees that the event is being recorded. No recording is permitted to interfere with the privacy granted to library patrons.

Minors may use the meeting room provided the reserving applicant is both in attendance at the meeting and signs the application form. For groups comprised primarily of minors, applicant agrees to have one adult in attendance in a supervisory capacity for every ten minors; minors should be supervised by an adult at all times.

Failure to abide by the Library's Meeting Room Rules may result in loss of the privilege to reserve and use meeting rooms. It may further result in termination of scheduled meetings, removal from the Library and incurred penalties. The Library reserves the right to reject any application if it is determined that the organization has abused its past privileges as determined by the Library, including but not limited to disruptive behavior, vandalism, theft, leaving a mess, failure to appear for a scheduled meeting and/or failure to exit the building on time.

**CONDITIONS FOR USE**

Rooms are available for use, within the guidelines and priorities of the "Meeting Room Policy," by all groups regardless of the beliefs and affiliations of any group or its individual members.

Group activities may not interfere with the conduct of library business. Facilities may not be used for activities in conflict with any current Library policy or for purposes prohibited by any local, state, or federal law or regulation. Unlawful activity will be reported to appropriate local authorities.

The Library reserves the right to enforce fire codes, noise limitations or any other rule approved by the Library Board, to cancel any reservation for failure to follow library rules, to preserve a safe environment, or for any emergency that may arise. Activities involving the presence or use of any firearms, live ammunition, open flames, or hazardous substances are not permitted (excluding the use of law enforcement personnel in the normal scope of their duties). The Library is not liable for injuries to people or damage to property, individuals or organizations using the meeting rooms.

The Library reserves the right to discontinue use of the meeting rooms by any group that disturbs the usual operation and/or proceedings of the Library; or in any manner abuses the privilege of use of the room, or to suspend permission to use these rooms for any other reasonable reason, including the need to schedule the meeting room for library-related functions.

Neither the name nor the address of the Library or its holdings may be used as the address or the headquarters of any organization meeting in the Library.

Meeting rooms are only available for use during designated open public service hours. The Library will not admit anyone to the building before opening or after closing time. All meetings must end, and rooms must be vacated, one-half hour prior to regularly scheduled Library closing times. As a noncommercial, governmental service, the Library reserves the right to determine if the sole or primary purpose of a meeting is for the commercial sale of any product or service and to prohibit meetings determined to be primarily for this reason.

No onsite storage is available in rental facilities, and the Library assumes no responsibility for property before or after a meeting, or for lost or damaged articles. Only applicants holding contiguous room reservations may be permitted to keep items on the premises overnight.

Regular library parking and public restrooms are available at each rental facility. Library staff will not be responsible for taking telephone messages for guests attending meetings in library meeting rooms.

The Library reports statistics on use of its meeting rooms. At the conclusion of each meeting/event, please complete the attendance report and leave it in the rental room.

**SET UP**

No materials may be attached to meeting room walls, doors, or windows. A white board is available in the Frances Cleveland Room, Village Room and Beryl B. Paulson Room. Please follow

the guidelines for use as posted. A limited number of library easels are available upon request for use in other rooms.

Groups are responsible for transporting, setting up and operating their own equipment. A cart can be provided upon request for bringing such equipment into the building.

Groups that view videos must secure all necessary performance licenses and indemnify the library for any failure to do so. The use of the Library's audio-visual equipment in the James R. Garfield Room, Beryl B. Paulson Room, or Village Room may be arranged at the time of reservation.

Room users are responsible for the set up for their meetings. Clean up is the responsibility of the user and rooms are to be returned to like condition. Clean up includes wiping tables and chairs, as needed, with the appropriate provided supplies. Floors should be vacuumed or swept as needed. A vacuum for Main and Lake rentals can be requested at the Circulation Desk if not in the room. Cleaning supplies are available onsite. Garbage should be disposed of in the appropriate provided receptacles.

Total hours requested must include set-up and clean-up time. Rental period begins when the room is opened. The clean-up and load-out of equipment and personal belongings must be completed within the timeframe on the rental agreement and within the framework of the Library's public service hours. Applicant is responsible for arranging furniture as necessary for their event and returning the room to its original condition. Furniture may not be moved into or out of meeting rooms. Events must be contained within the meeting room that is reserved.

The Library and meeting rooms are wheelchair accessible. Any other special needs of persons using the rooms should be brought to the attention of the events facilitator at least 48 hours in advance of a scheduled meeting so that, if possible, the request can be filled.

Organizations/groups which are sponsoring programs/activities open to the general public are responsible for complying with accessibility requirements as mandated by the Americans with Disabilities Act of 1990. Adequate aisle space must be provided, and doors must not be blocked.

**ADVERTISING/MARKETING EVENTS**

The Mentor Public Library does not endorse or approve any group applying to use Library meeting rooms or facilities, and makes no endorsement, express or implied, of any non-library event held by any person or group using Library facilities pursuant to the Mentor Public Library's Meeting Room Rules and Regulations. Nor does the booking of a group and the content of its subsequent meeting constitute an endorsement of, or any opinion about, the philosophy of such group by the Library.

No written or oral announcements or advertisements implying any Library endorsement of a group or its activities are permitted, unless the activity is truly and formally being cosponsored

by the Library. Therefore, advertisements may carry a disclaimer that states "The Mentor Public Library Board of Trustees, Administration and Staff do not endorse or approve any group applying to use Library meeting rooms or facilities, and makes no endorsement, express or implied, of any non-library event."

In addition, the Library's telephone number may not be used on any promotional materials, unless the event is Library-sponsored. The Library requests that all marketing/advertising materials should contain a contact number for your group.

Groups using Library meeting rooms may not post signs inside or outside the Library or give materials to patrons in or around the Library. Handouts may be made available on a table inside the meeting room for those attending the meeting to pick up if they desire.

The Library reserves the right to take photographs for meetings/events open to the public.

**FOOD/REFRESHMENTS**

Consumption of alcoholic beverages, tobacco products and/or use of illegal substances of any kind is not permitted at non-library sponsored events.

No red punch may be served. No food or drink (outside of bottled or covered beverages) will be allowed in the rooms without prior permission. Simple refreshments may only be served in designated rooms provided the place is left in the same condition as it was found. For all damages beyond normal wear and tear on the furniture, carpet, and equipment a minimum of $50.00 may be added to the library card of the individual who reserved the room.

Users must bring their own supplies and utensils.

Groups assume responsibility for making sure all used paper goods and food remains are put in the appropriate supplied trash receptacles before vacating the premises.

**ADDITIONAL EQUIPMENT**

Wireless internet access is available in all facilities. Standard library-use policies will apply. Use of the library's audio-visual equipment can be arranged when making the reservation. The remote control for the audio-visual equipment and computer cables can be checked-out by a group member with their Mentor Public Library or Clevnet card in good standing (fines under $10.00) at the Reference Desk for the equipment's use during the reservation prior to the start of your event. A $50 replacement fee will be assessed for a lost remote.

Unless prior arrangements are made to include additional items in the rental agreement, or the program is co-sponsored by the Library, meeting rooms do not include the use of any other Library equipment or supplies.

Groups must bring their own laptop with appropriate HDMI or VGA connections, or iPad with app, and presenter remote to use with the library's projection units.

**HOW DO YOU RESERVE A MEETING ROOM?**

- Electronically check our **meeting room calendar** to check availability of a specific time and date or to schedule a room reservation.
- Photos of the meeting rooms can be seen on the Library's website.
- A Mentor Public Library or Clevnet card in good standing (fines under $10.00) is required to make a reservation.
- Email or phone the Main Library at 440-255-8811 ext. 233, or 440-257-2512 at the Lake Branch.
- Alternately, a patron with a library card in good standing may complete a reservation request online from our website.
- Complete and return the "Library Use Rental Agreement" available on the Library's website.

Applications can be submitted in person to: Attention: Executive Assistant; Mentor Public Library, 8215 Mentor Avenue, Mentor, OH 44060 OR Attention: Branch Manager, Mentor-on-the-Lake Branch, 5642 Andrews Road, Mentor-on-the-Lake, OH 44060 during regular Library hours, or mailed to the same address.

**CANCELLATIONS**

While every effort is made to honor all reservations, MPL reserves the right to cancel any engagement with a minimum of a two-week notice, except for weather, utility issues, or any other reason beyond the control of the Library. In such an unusual case, as much notice as possible will be given and all payments will be refunded due to the relevant circumstances.

Groups should notify the Library of cancellations at least 48 hours in advance to insure return of their fees. Later cancellation shall result in loss of deposit and/or other use fees. The Library reserves the right to suspend or restrict permission for use of its facilities to applicants who repetitively cancel confirmed reservations.

**FEES**

Payment is required one week before a scheduled event to secure a reservation. Room charges may be added directly to a patron's library account through the SIRSI system at the time of reservation and can be paid online with a charge card or paid at the library by using cash, check or charge. Charge card payments cannot be made over the phone.

**MAIN LIBRARY MEETING ROOMS**

Village Room

- located in the lower level of the Main Library
- seats 50-100 people (minimum of 30)
- $80.00 - 3 hours
- $150.00 – all day

- 12 rectangular tables, chairs
- wireless internet access
- projection equipment, projection screen, podium
- sink facilities, refrigerator
- light refreshments may be served
- users must bring their own supplies and utensils

James R. Garfield Room - Main Library

- located in the lower level of the Main Library
- seats 50-60 people
- $50.00 – 3 hours
- $100 – all day
- 10 rectangular tables, chairs
- wireless internet access
- projection screen, projection equipment, podium
- sink facilities, small refrigerator
- light refreshments may be served
- users must bring their own supplies and utensils

Frances Cleveland Room

- located on the 2nd level of the Main Library
- seats up to 15 people
- $40.00 – 3 hours
- $80.00 – all day
- seminar tables, chairs
- whiteboard
- wireless internet access
- no kitchen facilities
- bottled or covered beverages only

**BRANCH MEETING ROOMS**

Beryl B. Paulson Meeting Room – Lake Branch

- located on the 1st floor - Mentor-on-the-Lake Branch
- will seat up to 60 people
- $50.00 – 3 hours
- $100 – all day
- 10 rectangular tables, 60 chairs

- wireless internet access
- projection screen, projection equipment, podium
- sink facilities, small refrigerator
- light refreshments may be served
- users must bring their own supplies and utensils

Approved by the Mentor Public Library Board of Trustees December 16, 2009
Revised December 16, 2015, Resolution #15-108
Revised March 17, 2021, Resolution #21-037
Revised February 15, 2023, Resolution #23-026
Revised May 15, 2024, Resolution #24-053
Revised July 16, 2025, Resolution #

## 2000.00 PUBLIC RECORDS

### 2001.00 Overview of the Public Records Law

Ohio's Public Records Law (R.C. 149.43) generally requires every public office to prepare promptly all public records and make them available for inspection at all reasonable times during regular business hours. Upon request and within a reasonable period of time, a public office or person responsible for public records generally must make copies available at cost. (R.C. 149.43(B)(1).)

### 2002.00 Exception pertaining to Library Records and Patron Information

Ohio Law contains an exception to the Public Records law prohibiting public libraries from releasing any "library record" or disclosing any "patron information" except in certain specified situations. (R.C. 149.432.)

**2002.10** "Library record" is defined to include a record in any form that is maintained by a library and that contains any of the following types of information.

- Information that the library requires an individual to provide in order to be eligible to use library services or borrow materials;
- Information that identifies an individual as having requested or obtained specific materials or materials on a particular subject; or
- Information that is provided by an individual to assist a library staff member to answer a specific question or provide information on a particular subject.

**2002.20** However, the definition of "library record" does not include information that does not identify any individual and that is retained for the purpose of studying or evaluating the use of a library and its materials and services. (R.C. 149.432 (A)(2).)

**2002.30** The Library may be required to release a library record or disclose patron information only in the following situations (R.C. 149.432(B)):

- If a library record or patron information pertaining to a minor child is requested from a library by the minor child's parent, guardian, or custodian;
- In accordance with a subpoena, search warrant, or other court order;
- At the request of a law enforcement officer who is acting in the scope of the officer's law enforcement duties and who is investigating a matter involving public safety in exigent circumstances;
- Upon the request of with the consent of the individual who is the subject of the record or information;
- For administrative library purposes, including establishment or maintenance of a system to manage the library records or to assist in the transfer of library records from one records management system to another, compilation of statistical data on library use, and collection of fines and penalties; or

- If the records document improper use of the internet at the library, so long as any patron information is removed from those records (for purposes of this exception, "patron information" does not include information about the age or gender of an individual).

**2002.40** In the case of a subpoena or other process of law, such process shall be transmitted to the Executive Director on behalf of the Board of Trustees. The Executive Director shall thereupon release such information in compliance with such process or seek judicial or administrative relief.

**2003.00 Providing the Requested Data**

**2003.10** If a requester makes an ambiguous or overly broad request, or has difficulty in making a request for copies or inspection of public records such that the library personnel cannot reasonably identify what public records are being requested, the library may deny the request, but must provide the requester with an opportunity to revise the request by informing the requestor of the manner in which records are maintained and accessed by the library in the ordinary course the library's duties.

**2003.20** Libraries, are, however, permitted to ask a requester to make the request in writing, to ask for the requester's identity, and to inquire about the intended use of the information requested, but only after disclosing to the requester that a written request is not mandatory, and that the requester may decline to reveal the requester's identity or the intended use; and, only when a written request or disclosure of the identity or intended use would benefit the requester by enhancing the ability of the library to identify, locate, or deliver the public records sought by the requester. (R.C. 149.43(B)(2).)

**2003.30** Libraries may, however, require the requester to pay in advance the cost involved in providing the copy of the public record in accordance with the choice made by requester. In addition, libraries are not required to allow the requester to actually make the copies of the public record. (R.C. 149.43(B)(6).)

**2003.40** When it becomes necessary for the Library to collect fines on or seek the return of library materials, the confidentiality shall be deemed waived with respect to such overdue fines or non returned items.

**2005.00 RECORDS RETENTION POLICY**

**2005.01** Library Administration will follow a Records Retention Schedule approved by the Board and retained by the Fiscal Officer.

**2005.02** The Mentor Public Library, like other public entities in the State of Ohio, must retain records from year to year. The Board of Trustees of the Mentor Public Library has created a Records Commission according to guidelines set forth in Ohio Revised Code

149.411. The commission shall consist of the Board of Library Trustees and the Fiscal Officer and will meet at least once every twelve months. The functions of the commission shall be to review applications for one-time disposal of obsolete records and schedules of records retention and disposition. The commission at any time may review any schedule it has previously approved and for good cause shown may revise that schedule. Schedules approved by the commission will be forwarded to the proper State entities for approval as set forth in Ohio Revised Code 149.381.

Records shall fall into two categories: Permanent and Non-Permanent. Retention of records may be in any commercially viable media that provides an accurate reproduction of the record. The authority for regular and on-going maintenance of records shall be vested with the Fiscal Officer and Director in accordance with the approved schedule of records retention and disposition.

Approved by the Board of Trustees April 15, 2009, Resolution #09-041, as part of the Public Records Policies
Revised November 20, 2019, Resolution #19-115

## 2100.00 GIFTS AND DONATION POLICY

### 2101.00 GENERAL GIFTS

Gifts are defined as a voluntary transfer of property such as books, audiovisual, and/or magazines made gratuitously and without consideration to the library.

**2101.10** In accepting a gift/donation of books or other materials, the Director or designee reserves the privilege of deciding if the material will be added to the permanent collection. Any staff member can receive these gifts/donations. The proper form should be completed and referred to the Director for formal acknowledgement, if warranted.

**2101.20** The Library makes an effort to use donated materials. Items not added to the permanent collection are disposed of to the Friends or other agencies or completely discarded.

**2101.30** If the donors wish to claim these gifts/donations as an income tax deduction, a receipt is given indicating the total number of items donated. No determination of the VALUE of such gifts/donation will be made by the library staff.

**2101.40** All gifts to the Mentor Public Library become the sole property of the Library without any restrictions. The Mentor Public Library is responsible for the initial review or screening of all donated materials brought to the library or otherwise donated for the Friends of the Library Book Sale. Materials which upon receipt are found to be too deteriorated for either use or sale will be discarded immediately. All donated items remain the property of the Library until they are discarded, recycled, sold at a presale or sale, or given to a charity by the Library. A designated staff member or members may select books or other materials for the Library's collections or programs in accordance with the Library's established selection policy, or for use by Library staff in their programming activities, and at the staff member's discretion, may also select materials to offer to other area libraries for their collections. Pre-screening, review or sale of the items for personal use or for the use of any other persons, agencies or institutions will not be permitted. Any materials not selected through this pre-screening process by the designated library staff members will be stored for the book sale. As the items are being sorted and readied for sale, designated Library staff may pull items for inclusion into the Library's collection or programming activities.

**2101.50** The Friends of the Library Board may authorize the sale of books and related materials to FOL book sale volunteers and library employees during the sorting process before the book sale.

**2101.60** Upon request, the Friends of the Library may also authorize specific persons, agencies, or institutions for charitable purpose, to select materials at no cost for their

collections during the sale. Disposal of the remaining books after the book sale should be timely with respect to accommodating the space designated for storage purposes.

**2102.00 BEQUESTS** (Gifts by will of personal property)

**2102.10** Any such gift/bequests will be referred by the Director to the Board of Trustees or Legal Counsel for preparation of the proper Acceptance Resolution.

**2103.00 ENDOWMENTS** (Transfer as a gift of money or property to the Library for a particular purpose.)

**2103.10** Any such endowments will be referred by the Director to the Board of Trustees or Legal Counsel for preparation of the property Acceptance Resolution.

**2104.00 MEMORIALS**

**2104.10** Donation of money or books for a specific purpose of honoring the memory of an individual(s) is a MEMORIAL. The Director acknowledges such donation with specifically designed stationary. These are handled on a routine basis, adopted by the Board at its regularly scheduled meetings, and are recorded and filed in the Finance Office.

**2106.00 TRIBUTE OR NAMING GIFTS POLICY**

**2106.10** The Library will accept gifts of cash, real estate, publicly traded securities or personal property without stipulation. Restricted gifts are not encouraged. However, the Library may accept gifts for designated areas of any building program. Multi-year gifts will be accepted up to a three year maximum. Donors may not stipulate "holding periods" for gifts.

**2106.20** Donations are a way to honor a family or person, especially one who uses our library or enjoys reading. Appropriate plaques may be placed in "named" areas of the library, if the area is totally underwritten by one donor (one family, one individual, one business, etc.). The donor may not place stipulations on the décor, color, or furnishings of the named area.

**2106.30** All gifts to the Mentor Public Library are tax-deductible as provided by law.

**2107.00 NAMING POLICY** The Mentor Public Library Board of Trustees considers the naming of a facility, room, permanent structures and/or items of some permanence in honor or memory of a living or deceased individual, corporation, foundation or organization to be a serious and commendable distinction. The Mentor Public Library seeks to recognize persons who have supported the Library and its mission through distinguished effort or substantial financial endowment when conferring naming rights.

The Mentor Public Library Board of Trustees considers the naming of a facility, room, permanent structures and/or items of some permanence in honor or memory of a living or deceased individual, corporation, foundation or organization to be a serious and commendable distinction. As such, the Mentor Public Library seeks to recognize persons who have supported the Library and its mission through distinguished effort or substantial financial endowment when conferring naming rights.

General Guidelines:

Naming opportunities for distinguished effort: A naming shall honor or memorialize an individual who has achieved exceptional distinction in librarianship and/or other areas of knowledge management or who has served Mentor Public Library in a professional capacity and has earned a state or national reputation for preeminent achievements in librarianship while employed by Mentor Public Library or merits major recognition in the Library's own history.

Naming opportunities due to a financial donation or endowment: A naming designation may be made directly after the benefactor, or it may retain or be given a functional title following which the benefactor will be recorded as its sponsor. Naming rights conferred through endowment and wills shall conform to the same responsibilities and guidelines as stipulated in this policy.

The credentials, character, and reputation of each individual shall be appropriately considered in the naming process. The Library Board of Trustees reserves the right to reject donations by individuals, groups, or organizations whose views or public statements are felt to be contrary to the mission and/or best interests of the Library.

Items encompassed by the naming policy include: endowment funds; deferred gifts; pooled donations and direct individual donations. Naming rights may include, but are not limited to, indoor/outdoor areas; facilities, individual rooms, designated gathering spaces and specific physical items. The Library Director may recommend additional items for consideration as deemed appropriate.

Naming rights are relative only to the "naming" of the room, facility, space or item and does not grant the naming party any control or input as to the use or purpose of the facility or item. Such decisions remain solely under the jurisdiction of the Director and the Library Board of Trustees.

Proposals for such a consideration should be submitted to the Library Director and should contain specific information in support of such a designation. If endorsed by the Library Director, the proposal will be forwarded to the Mentor Public Library Board of Trustees for approval.

Any necessary legal considerations will be formally addressed by resolution and include specifics relative to a particular designation before naming rights can be considered final. No publicity shall be given the recommendations for naming until it is set for approval by the Library Board of Trustees.

Upon approval on the naming by the Mentor Public Library Board of Trustees, an appropriate dedication ceremony may be planned and conducted to include the donor and their guests, the Board of Trustees, the Library's Director and any additional staff or persons as appropriate to such a dedication. Dedication plaques will be selected by Library administration and they shall determine the appropriateness of the signage, its size design, location, materials and content. The plaque may also designate the Board of Trustees and the Library Director at the time the name was approved.

Administration of funds generated through an endowment, deferred gifts, and pooled, individual, or sponsored donations shall be addressed in a separate policy and shall contain a mutually signed agreement that specifies the type of plan, amount of the income payments, purpose and use of the gift.

Naming rights due to a financial donation or endowment will normally not extend beyond the normal life of a room or item or for a period of not more than 25 years. Generally, naming rights for benefactors would be granted when there is a minimum commitment of five years to sustain the item or unless the donation covers the complete initial cost of the item in question. In the event that a room or building is substantially altered in a timeframe shorter than 75% of the agreed time from the original naming right, the Mentor Public Library reserves the right to extend the original designation.

Naming rights conferred due to distinguished efforts will remain in effect until deemed otherwise by resolution of the Board of Trustees and documented to include the factors that lead to such a determination. Any request to rename, add or remove a name from a room or item within the facilities or grounds of the Mentor Public Library should include documentation pertaining to the original approval and subsequent name change proposal. In the event that donor names must be removed for new construction, or in the event the Library is destroyed by natural disaster and is rebuilt to be used for its original purpose, recognition shall be replaced per the original agreement.

A facility or facilities, room, spaces and/or specific items may be renamed when it has or they have been designated for another use and may be named in recognition of a different honoree provided doing so does not conflict with the terms of the original agreement. Appropriate recognition of earlier honorees may be included in or adjacent to the newly renovated facilities as well as on any redeveloped property, facility or item.

Names which duplicate or are similar to names of other facilities, including streets are acceptable but may be augmented to distinguish them from existing locations. A

dedication means that a facility or item will bear a plaque or marker stating the dedication of such in honor of a specific person, but the facility or item will not be known by the name of the person.

When a proposed facility or item is named in honor of an individual or group, the complete name of the individual or group will be used. A shortened version and/or the last name of the individual or group so honored may be used in referring informally to the facility.

Donors may choose to sponsor an entire Library building or facility, a major service area within the Library, meeting or conference rooms, or areas not already specifically designated. Donors may also contribute to the purchase of group or individual items such as furniture, shelving, collections, fixtures, etc. as approved by the Library Director. People interested in developing a pooled gift are encouraged to contact the Library Director to discuss appropriate options. All such plans will include details of the gift and a written statement of intent.

Board approved designations shall be considered irrevocable unless the criteria for approval has been significantly altered or compromised, the policy guidelines have been changed by Board resolution or the terms of such a designation have expired.

Unless the Library Director determines otherwise, a person's or corporations' name may be used in naming a library room or space only once. Negotiations for the naming rights of a particular room or item may be initiated by the Library Director or with the attorney by a benefactor or other interested parties. In the event that the flow of funds agreed to constitute a naming opportunity ceases before the agreed time, the Library Director may recommend to the Library Board of Trustees that the use of the benefactor's name be discontinued.

When a major building project is to be undertaken a tailored naming policy may be proposed for various rooms, parts of a building, specific designated location, its environs of limited physical items. In other words, a tailored naming policy may be proposed to address specific areas on the property that are separate from the main building itself, such as additions to the structure, amphitheater, landscape designs, deck or garage. Such a policy will require the endorsement of the Library Director for recommendation to the Library Board of Trustees.

This policy will be reviewed as needed and is subject to change. Such change will be by Board resolution or as specifically designated through Board resolution. Naming rights may be considered for both monetary and in-kind donations.

APPROVED: March 11, 2010
RESOLUTION #10-029

## 2108.00 SPONSORSHIP POLICY

The Mentor Public Library welcomes sponsorship from local businesses, corporations, community groups, families, and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available. A sponsorship is an exchange in which a sponsor's donation of cash, products, equipment, or services is publicly acknowledged by the Library.

**Sponsorship Guiding Principles**:
Agreements between the Library, its sponsors, and collaborative partners must benefit all parties. These relationships should further the Library's mission, goals, objectives, and priorities in the following ways:

- Increase Library visibility in the community.
- Support regular or special Library activities, services, events, and programs.
- Enhance or create ways to respond to identified community needs.

The following principles will guide Mentor Public Library in the solicitation and acceptance of gifts or support. Sponsorships must:

- Safeguard equity of access to library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community.
- Protect the principle of intellectual freedom. Sponsors may not direct the selection of collections or require endorsement of products or services.
- Leave open the opportunity for other actual or potential donors to have similar opportunities to provide support to the library.
- Ensure the confidentiality of user records. The library will not sell or provide access to library records in exchange for gifts or support.
- Honor the community's trust in the Library

Sponsorships do not imply Library endorsement of the sponsor, its products, or services. The Library reserves the right to refuse any sponsorship that it feels is inappropriate or unsuitable and may cancel any sponsorships at any time in its sole discretion. The sponsor is responsible for determining deductibility and gift valuation for tax purposes.

**Recognition and Acknowledgment**
The library will ensure that each sponsor receives acknowledgement and, to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors:

- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors and will be included in the board packet
- Any special recognition agreements will be stipulated in the letter.
-

**Approval**
Sponsorships will be subject to the approval of the Executive Director or their designee.

**Authority for Implementation**
The library reserves the right to make decisions regarding the implementation of each gift or offer of in-kind support. Purchasing decisions, including type of materials, equipment, furnishings, or other components of a gift will reside with library management. Program development and resource allocation will also reside with library management.

Approved May 17, 2023
Motion: 23-053

## 2200.00 FINANCIAL POLICIES

### 2201.00 CHECKS

**2201.10** All employees shall be required to use direct deposit through their financial institution.

**2201.20** All non-payroll checks up to $5,000 requires one signature; the Fiscal Officer, the President or Vice President of the Board. The Library Director shall sign in the absence of the Fiscal Officer.

**2201.30** All non-payroll checks over $5,000 shall require 2 signatures; the Fiscal Officer, and the President or Vice President of the Board. The Library Director shall sign in the absence of the Fiscal Officer.

### 2202.00 PURCHASE ORDERS

**2202.10** Purchase Orders should be processed in advance of purchases.

**2202.20** The Fiscal Officer is authorized to execute "Then and Now" certificates for purchase orders processed after invoices for goods or services have been received up to $1,000 or a monthly aggregate of $7,500.

### 2203.00 BIDDING PROCEDURES

**2203.10** The Ohio Revised Code (ORC) specifies the procedure for the formal bidding and contracts based on ORC 9.17 Competitive bidding threshold amount.. The bidding process legally applies only to construction, demolition, alteration, repair or reconstruction of a library building except in cases of urgent necessity or for the security and protection of library property.

**2203.20** The Library will follow current law regarding Prevailing Wages and Benefits.

**2203.30** The Ohio Revised Code requires a public entity to engage in a competitive selection process and/or may annually solicit for a Statement of Qualifications prior to contracting with a construction manager, or an architect or engineer for professional design services.

### 2204.00 EQUIPMENT & FURNITURE DISPOSAL POLICY

The Library Director is authorized by the Board of Trustees to sell or discard any outdated library materials or equipment, or may give discarded library materials or equipment to an organization of governmental unit. The receiving organization or governmental unit's mission must be in line with the mission of the library. Preference is given to qualifying agencies serving the Mentor Public Library residents.

**2205.00 INVESTMENT POLICY**

The Mentor Public Library's Investment Policy is developed and implemented in accordance with Senate Bill 81 and Section 145, "Uniform Depository Act", of the Ohio Revised Code. This Investment Policy applies to all active, interim and inactive funds that the Library has received, and is held accountable for, from all public and private sources. This policy will be reviewed periodically to assure the flexibility necessary to effectively manage the funds of the Library. The following deposit/investment objectives will be applied in the management of funds of the Mentor Public Library:

- Compliance with all Federal and State laws.
- To maximize the preservation of capital and the protection of investment principal within certain risk parameters.
- Maintain sufficient liquidity to meet the fiscal operating requirements of the Library.
- Strive to attain the best total return of yield on investment funds of the Library as is reasonable and prudently achievable within the safety parameters established in the Investment Policy.

Investments shall be made in good faith, in a manner reasonable believed to be in or not opposed to the best interests of the Library, and with the exercise of that degree of care that an ordinarily prudent person in a like position would use under similar circumstances.

The Investing Authority will be the Library Fiscal Officer, or such officer or employee of the Library as the Board shall designate. The Investing Authority shall act only in accordance with the wishes of the Board as described in this Investment Policy. The Investing Authority shall not transfer more than twenty-five (25) percent of investable assets per year into a single investment instrument, other than STAROhio, without specific approval for the change by the Board of Library Trustees.

The Investing Authority may deposit and or invest in the following instruments at a price not to exceed the fair market value of the specific investment instrument.

- U.S. Treasury Obligations. United States Treasury bills, notes, or other obligation or security issued by the United States Treasury or any other obligation guaranteed as to principal and interest by the United States.
- Federal Agency Obligations. Bonds, notes, or other obligations or securities issued by any federal government agency or instrumentally.
- Bank Deposits. Time certificates of deposit, including CDARS or savings or deposit accounts in any eligible institution as defined in Section 135 of the Ohio Revised Code.
- State Pool. State of Ohio Local Agency Investment Pool, for example, STAR OHIO

The Fiscal Officer shall maintain accurate, complete and timely records of all investment activity. A report will be presented monthly to the Board listing all investments, maturity dates, market values, rates of return and other features deemed relevant.

This Investment Policy, along with any future revisions or updates, will be filed with the Auditor of State, Attention: Clerk of the Bureau, P.O. BOX 1140, Columbus, Ohio 43216-1140.

**2206.00 DEPOSIT OF PUBLIC FUNDS**

**2206.10** The Fiscal Officer or Deputy Fiscal Officer will deposit Library funds of $1,000 or less into the Mentor Public Library's Approved Depository within three (3) business days of receipt. Funds exceeding $1,000 will be deposited on the next business day following the day of receipt. All funds are secured until deposited.

**2207.00 PROCUREMENT POLICY**

**PROCUREMENT - FEDERAL GRANTS/FUNDS**

Procurement of all supplies, materials, equipment, and services paid for from Federal funds or Library matching funds shall be made in accordance with all applicable Federal, State, and local statutes and/or regulations, the terms and conditions of the Federal grant, Library policies, and administrative procedures.

The Director or Fiscal Officer shall have and use a procurement and contract administration system in accordance with the USDOE requirements (2 C.F.R. 200.317-.326), including affirmative steps for small and minority businesses and women's business enterprises, for the administration and management of Federal grants and Federally-funded programs. The Library shall maintain oversight that requires contractors to perform in accordance with the terms, conditions, and specifications of their contracts or purchase orders.

All Library employees, officers, and agents who have purchasing authority shall abide by the standards of conduct covering conflicts of interest and governing the actions of its employees, officers, and agents engaged in the selection, award, and administration of contracts as established in the purchasing policy.

The Library will avoid the acquisition of unnecessary or duplicative items. Additionally, consideration shall be given to consolidating or breaking out procurements to obtain a-more economical purchase and, where appropriate, an analysis shall be made of lease versus purchase alternatives, and any other appropriate analysis to determine the most economical approach. These considerations are given as part of the process to determine the allowability of each purchase made with Federal funds.

To foster greater economy and efficiency, the Library may enter into State and local intergovernmental agreements where appropriate for procurement or use of common or shared goods and services.

**Competition**

All procurement transactions for the acquisition of property or services required under a Federal award paid for from Federal funds or Library matching funds shall be conducted in a manner that encourages full and open competition and that is in accordance with good

administrative practice and sound business judgment. In order to promote objective contractor performance and eliminate unfair competitive advantage, the Library shall exclude any contractor that has developed or drafted specifications, requirements, statements of work, or invitations for bids or requests for proposals from competition for such procurements.

Some of the situations considered to be restrictive of competition include, but are not limited to, the following:

A. unreasonable requirements on firms in order for them to qualify to do business
B. unnecessary experience and excessive bonding requirements
C. noncompetitive pricing practices between firms or between affiliated companies
D. noncompetitive contracts to consultants that are on retainer contracts
E. organizational conflicts of interest
F. specification of only a "brand name" product instead of allowing for an "or equal" product to be offered and describing the performance or other relevant requirements of the procurement
G. any arbitrary action in the procurement process

Further, the Library does not use statutorily or administratively imposed State, local, or tribal geographical preferences in the evaluation of bids or proposals, unless 1) an applicable Federal statute expressly mandates or encourages a geographic preference; or 2) the Library is contracting for architectural and engineering services, in which case geographic location may be a selection criterion provided its application leaves an appropriate number of qualified firms, given the nature and size of the project, to compete for the contract.

To the extent that the Library uses a pre-qualified list of persons, firms, or products to acquire goods and services that are subject to this policy, the pre-qualified list includes enough qualified sources as to ensure maximum open and free competition. The Library allows vendors to apply for consideration to be placed on the list as needed.

The Library shall require that all prequalified lists of persons, firms, or products which are used in acquiring goods and services are current and include enough qualified sources to provide maximum open and free competition. The Library shall not preclude potential bidders from qualifying during the solicitation period.

**Solicitation Language (Purchasing Procedures)**
The Library shall have written procurement procedures that require that all solicitations made pursuant to this policy incorporate a clear and accurate description of the technical requirements for the material, product, or service to be procured. Such description shall not, in competitive procurements, contain features which unduly restrict competition. The description may include a statement of the qualitative nature of the material, product or service to be procured and, when necessary, shall set forth those minimum essential characteristics and standards to which it shall conform if it is to satisfy its intended use. Detailed product specifications should be avoided if at all possible.

When it is impractical or uneconomical to make a clear and accurate description of the technical requirements, a "brand name or equivalent" description may be used as a means to define the performance or other salient requirements of procurement. The specific features of the named brand which shall be met by offers shall be clearly stated; and identify all requirements which the offerors shall fulfill and all other factors to be used in evaluating bids or proposals.

The Library will not approve any expenditure for an unauthorized purchase or contract.

**Procurement Methods**
The Library shall have and use documented procedures, consistent with the standards described above, for the following methods of procurement:

A. **Informal Procurement Method**
When the value of the procurement for property or services under a Federal award does not exceed the simplified acquisition threshold, or a lower threshold established by the State, formal procurement methods are not required. The Library may use informal procurement methods to expedite the completion of its transactions and minimize the associated administrative burden and cost. The informal methods used for procurement of property or services at or below the simplified acquisition threshold include:

1. **Micro-Purchases**
Procurement by micro-purchase is the acquisition of supplies or services, the aggregate dollar amount of which does not exceed $10,000. To the maximum extent practicable, the Library should distribute micro-purchases equitably among qualified suppliers. Micro-purchases may be made without soliciting competitive quotations if the Director considers the price to be reasonable based on research, experience, purchase history, or other relevant information, and documents are filed accordingly. The Library shall maintain evidence of this reasonableness in the records of all purchases made by this method.

2. **Small Purchases**
Small purchases include the acquisition of property or services, the aggregate dollar amount of which is higher than the micro-purchase threshold but does not exceed the simplified acquisition threshold of $250,000. Small purchase procedures require price or rate quotations from an adequate number of qualified sources.

The library is responsible for determining an appropriate simplified acquisition threshold based on internal controls, an evaluation of risk, and its documented procurement procedures which must not exceed the threshold established in the Federal Acquisition Regulations (FAR). When applicable, a lower simplified acquisition threshold used by the non-Federal entity must be authorized or not prohibited under State, local, or tribal laws or regulations.

B. **Formal Procurement Methods**

When the value of the procurement for property or services under a Federal award exceeds the simplified acquisition threshold, or a lower threshold established by the State, formal procurement methods are required. Formal procurement methods require following documented procedures. Formal procurement methods also require public advertising unless a non-competitive procurement method can be used in accordance with the standards on competition in 200.319 or non-competitive procurement. The formal methods of procurement are:

1. **Sealed Bids**
Sealed, competitive bids shall be obtained when the purchase of, and contract for, single items of supplies, materials, or equipment which amounts to more than $250,000 and when the Board determines to build, repair, enlarge, improve, or demolish a school building/facility the cost of which will exceed the amount set by ORC 9.17.

In order for sealed bidding to be feasible, the following conditions shall be present:

a. a complete, adequate, and realistic specification or purchase description is available;
b. two (2) or more responsible bidders are willing and able to compete effectively for the business; and
c. the procurement lends itself to a firm, fixed-price contract and the selection of the successful bidder can be made principally on the basis of price.

When sealed bids are used, the following requirements apply:

a. Bids shall be solicited in accordance with the provisions of State law and Policy 6320. Bids shall be solicited from two (2) qualified suppliers providing sufficient response time prior to the date set for the opening of bids. The invitation to bid shall be publicly advertised. The invitation for bids will include product/contract specifications and pertinent attachments and shall define the items and/or services required in order for the bidder to properly respond.
b. All bids will be opened at the time and place prescribed in the invitation for bids; bids will be opened publicly.
c. A firm, fixed-price contract award will be made in writing to the lowest responsible bidder. Where specified in bidding documents, factors such as
discounts, transportation cost, and life cycle costs shall be considered in determining which bid is lowest. Payment discounts may only be used to
determine the low bid when prior experience indicates that such discounts are usually taken.
d. The Board reserves the right to reject any or all bids for sound documented reason.

2. **Proposals**
Procurement by proposals is a method in which either a fixed price or cost-reimbursement type contract is awarded. Proposals are generally used when conditions are not appropriate for the use of sealed bids or in the case of a recognized exception to the sealed bid method.
If this method is used, the following requirements apply:

a. Requests for proposals shall be publicized and identify all evaluation factors and their relative importance. Any response to the publicized requests for proposals shall be considered to the maximum extent practical.
b. Proposals shall be solicited from two (2) sources.
c. The Library shall use its written method for conducting technical evaluations of the proposals received and for selecting recipients.
d. Contracts shall be awarded to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered.

The Library may use competitive proposal procedures for qualifications-based procurement of architectural/engineering (A/E) professional services whereby competitors' qualifications are evaluated and the most qualified competitor is selected, subject to negotiation of fair and reasonable compensation. The method, where price is not used as a selection factor, can only be used in the procurement of A/E professional services. It cannot be used to purchase other types of services though A/E firms are a potential source to perform the proposed effort.

3. **Noncompetitive Procurement**
Procurement by noncompetitive proposals allows for solicitation of a proposal from only one (1) source and may be used only when one (1) or more of the following circumstances apply:

a. micro-purchases
b. the item is available only from a single source
c. the public exigency or emergency for the requirement will not permit a delay resulting from publicizing a competitive solicitation
d. the Federal awarding agency or pass-through entity expressly authorizes noncompetitive proposals in response to a written request from the District
e. after solicitation of a number of sources, competition is determined to be inadequate

**Domestic Preference for Procurement**
As appropriate and to the extent consistent with law, the Library shall, to the extent practicable under a Federal award, provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States. Such requirements shall be included in all subawards including all contracts and purchase orders for work or products under the Federal award.

**Contract/Price Analysis**
The Library shall perform a cost or price analysis in connection with every procurement action in excess of $250,000, including contract modifications. A cost analysis generally means evaluating the separate cost elements that make up the total price, while a price analysis means evaluating the total price, without looking at the individual cost elements.
The method and degree of analysis is dependent on the facts surrounding the particular procurement situation; however, the District shall come to an independent estimate prior to receiving bids or proposals.

When performing a cost analysis, the Library shall negotiate profit as a separate element of the price. To establish a fair and reasonable profit, consideration is given to the complexity of the work to be performed, the risk borne by the contractor, the contractor's investment, the amount of subcontracting, the quality of its record of past performance, and industry profit rates in the surrounding geographical area for similar work.

**Suspension and Debarment**

The Library will award contracts only to responsible contractors possessing the ability to perform successfully under the terms and conditions of the proposed procurement. All purchasing decisions shall be made in the best interests of the Library and shall seek to obtain the maximum value for each dollar expended. When making a purchasing decision, the Library shall consider such factors as 1) contractor integrity; 2) compliance with public policy; 3) record of past performance; and 4) financial and technical resources.

The Director shall have the authority to suspend or debar a person/corporation, for cause, from consideration or award of further contracts. The Library is subject to and shall abide by the non-procurement debarment and suspension regulations implementing Executive Orders 12549 and 12689, 2 C.F.R. Part 180.

Suspension is an action taken by the Library that immediately prohibits a person from participating in covered transactions and transactions covered under the Federal Acquisition Regulation (48 C.F.R. Chapter 1) for a temporary period, pending completion of an agency investigation and any judicial or administrative proceedings that may ensue. A person so excluded is suspended. (2 C.F.R. Part 180 Subpart G)

Debarment is an action taken by the Director to exclude a person from participating in covered transactions and transactions covered under the Federal Acquisition Regulation (48 C.F.R. Chapter 1). A person so excluded is debarred. (2 C.F.R. Part 180 Subpart H)

The Library shall not subcontract with or award subgrants to any person or company who is debarred or suspended. For contracts over $25,000, the Library shall confirm that the vendor is not debarred or suspended by either checking the Federal government's System for Award Management, which maintains a list of such debarred or suspended vendors at www.sam.gov; collecting a certification from the vendor; or adding a clause or condition to the covered transaction with that vendor. (2 C.F.R. Part 180 Subpart C)

**Bid Protest**

The Library maintains the following protest procedures to handle and resolve disputes relating to procurements and, in all instances, discloses information regarding the protest to the awarding agency.

A bidder who wishes to file a bid protest shall file such notice and follow procedures prescribed by the Request For Proposals (RFPs) or the individual bid specifications package, for resolution.

Bid protests shall be filed in writing with the Director within seventy-two (72) hours of the opening of the bids in protest.

Within five (5) days of receipt of a protest, the Director shall review the protest as submitted and render a decision regarding the merits of the protest and any impact on the acceptance and rejection of bids submitted. Notice of the filing of a bid protest shall be communicated to the Board and shall be so noted in any subsequent recommendation for the acceptance of bids and awarding of contracts.

Failure to file a notice of intent to protest, or failure to file a formal written protest within the time prescribed, shall constitute a waiver of proceedings.

**Maintenance of Procurement Records**

The Library shall maintain records sufficient to detail the history of all procurements. These records will include, but are not necessarily limited to, the following: rationale for the method of procurement, selection of contract type, contractor selection or rejection, and the basis for the contract price (including a cost or price analysis).

Approved by the Board of Trustees January 11, 2023

## 2300 SERVICE TO PATRONS

### 2301.00 GENERAL STATEMENT OF PATRON RESPONSIBILITY

A library card is a valuable resource. A library patron is responsible for all materials checked out on his or her library card, and if such materials are returned late, damaged, or lost, the patron is responsible for paying fines and/or replacement fees. The parent or legal guardian of a minor patron is responsible for all materials checked out on the minor patron's card.
Possession of a library card by an individual implies permission and authority to use the card.
Library card applications are available at all Mentor Public Library locations and online.

- All Ohio residents are eligible to get a library card with proper identification.
- There is no age requirement to become a Mentor Public Library cardholder.
- Before you can borrow items from the Library you must provide a valid form of identification with your current address.
- Individuals under 18 years old may apply for a library card in person with a parent or legal guardian.
    - The parent/guardian will need to present picture ID.
    - A parent/guardian accepts responsibility for all borrowed materials on the minor's card.
    - A parent/guardian is responsible for the appropriateness of materials used by individuals under 18 years old, including internet access and electronic information and for payment of charges incurred with the card.

*On the day of issue of a new library card patrons will be limited to 10 items with a max of 5 audiovisual items.*

*If your card is lost or stolen, please notify library staff immediately and a block will be placed on your card.* There is a replacement card fee for lost cards.

If you had a library card with us in the past and it is no longer active, you will need to visit any Mentor Public Library location to reactivate or replace your card.

### Special Benefits Cards

Senior Benefits Cards

We offer seniors age 60 years and older a one (1) week grace period on materials owned by the Mentor Public Library. Senior exemption status is determined using the date of birth that is entered in your library account. Patrons are still responsible for fines accrued after the grace period, and lost or damaged items will be billed accordingly.

Veterans Cards

We offer our veterans a one (1) week grace period on materials owned by the Mentor Public Library. A Military/Veteran ID must be presented at the time that the card status is granted.

Educator Cards and Institution Cards

Educators and Institutions may apply for a special Mentor Public Library Educator or Institution Card at any of our branches.

Educator and Institution Card Benefits

- Borrow up to 250 items.
- Items checked out will be given an extended checkout date. For print materials this will be 6 weeks. Exceptions include NEW items, entertainment audiovisual materials, video games, electronic devices, and items borrowed from other libraries.
- You may renew an item up to 2 times if not requested by anyone else. Some exclusions may apply.

Homebound Cards

Our Words on Wheels is a free service offered to Mentor residents who are temporarily or permanently homebound. The service is available to all age groups from children through senior citizens. Materials will be delivered to your individual residence and/or group home every four weeks.

Opportunity Card

Mentor Public Library wants to encourage patrons of all ages to read. An Opportunity Card is available to children and adults who previously could not obtain a library card because they lacked photo ID, proof of residency, or a parent/guardian signature (if a minor). An Opportunity card allows patrons to check out up to 3 print materials. Holds are not permitted nor can AV or materials owned by other libraries be checked out on this card. If a patron produces proof of residency, picture ID, and/or a parent/guardian signature his/her account will be converted to regular cardholder status. Those over 18 years of age will be granted computer use access.

E-Cards

To allow Ohio residents age 18 and over to access our databases and e-media online, an e-library card will be available through our website. This e-card will allow access to our digital collection only. A user must appear in person and show picture ID at the library to convert the eCard to a full-access card and be able to check out physical materials.

The above supersedes and replaces all previous policies. The Director or designee has the authority to waive or modify any part of this policy at his/her discretion if warranted by extenuating circumstances.

MPL Board of Trustees approved: res. #17-067 August 16, 2017

**2302.00 BORROWING MATERIALS POLICY**

The maximum number of items permitted to be checked out on a library card at one time is 150. Due to limited quantity or cost, some materials may have specific limits on the quantity permitted to be checked out on a library card.

A borrower shall be notified when library materials are overdue. We will in good faith attempt to notify patrons that their materials are overdue on two occasions.

When a patron's card reaches $10.00 in fines, fees, and/or lost items the card will be considered delinquent. In order for patrons to check out materials the total fines/fees must be below $10.00. When a patron's card has 5 or more items overdue, the account will be blocked until the items are returned. If an item is not returned within 21 days of the due date, the patron will be charged the replacement cost of the item.

The Mentor Public Library uses a collection agency to encourage patrons to return their overdue materials to the library. In fairness to all patrons, the library will pass the cost of this service on to each patron whose account must be handled by the collection agency ($15.00). The Library hopes this practice will encourage all library borrowers to return items by the date due. Book and video return drop boxes are available when the library is closed.

If the items are not returned and the total billed is $50.00 or more patrons will be turned over to a collection agency. Fees for damaged items will be the list price of a new item. Patrons returning items with missing pieces or booklets will be charged the full price of the item since an incomplete item cannot be circulated.

The Mentor Public Library has eliminated overdue fines on most items including books, dvds, magazines, and cds. The following items will accrue overdue fines:

- Hotspots/electronic devices
- Library of Things items
- Interlibrary Loan items
- Book kits

The above applies to Mentor Public Library items. Items borrowed from other Clevnet Libraries will be subject to the fine policy of the owning library.

It is the intention of Mentor Public Library to maintain a high physical quality of materials. The Library does not accept replacement items for lost or damaged materials without prior authorization. No refunds will be issued once an item is paid for by the patron. The patron may keep the item once paid in full, if the lost or damaged item is still available.

**Loan Periods for Mentor Public Library Materials**

| Material | Loan Period | Renewals |
|---|---|---|
| Books | 3 weeks | 6 |
| Magazines | 1 week | 4 |
| Music CDs | 3 weeks | 4 |

| | | |
|---|---|---|
| Audiobooks | 3 weeks | 4 |
| DVDs & Blu-Rays - Fiction | 1 week | 4 |
| DVDs & Blu-Rays - Nonfiction | 3 weeks | 4 |
| DVD sets (3 or more DVDs) | 3 weeks | 4 |
| Book Kits | 6 weeks | 1 |
| Video Games | 1 week | 4 |
| Electronic Devices | 2 weeks | 2 |
| Hotspots | 2 weeks | 0 |
| Laptops in-house use only | 1 hour | unlimited |

Effective May 6, 2019 with the implementation of Clevnet.
Updated by Board of Trustees: Res #21-017 on January 20, 2021
Updated by Board of Trustees: Res #21-xxx on April 14, 2021

The above supersedes and replaces all previous policies. The Director or designee has the authority to waive or modify any part of this policy at his/her discretion if warranted by extenuating circumstances.

**2302.01 Bankruptcy**

The Mentor Public Library will comply with Discharge of Debtor decrees by bankruptcy courts. Once the Library is notified that a bankruptcy has been filed, collection activity is suspended on the patron's account and on the accounts of any minor children (to the extent that the charges existed prior to the date of the bankruptcy filing) until the Library is notified of the outcome.

**2303.00 ELECTRONIC DEVICES**

To further the Library's mission as your community library, the Mentor Public Library circulates various Electronic Devices to its patrons.
The following policy applies to Patrons checking out Electronic Devices:

- Borrowers must be 18 year of age or older to check out Electronic Devices.
- A valid Mentor Public Library card in good standing with a current address on file is required. The Library may ask for picture ID to verify address.
- Only one Electronic Device per account may be checked out at any given time.
- The Library reserves the right to refuse service to anyone who abuses equipment or is repeatedly late in returning Electronic Devices or who places the Electronic Device in the book drops.
- Library staff will verify that the Electronic Device is in good working order at time of checkout and when Electronic Device is returned.
- **A patron will need to complete and sign an "Electronic Device Agreement" acknowledging financial responsibility for lost or damaged equipment.**

- Once an Electronic Device is checked out to a customer, the Electronic Device becomes the responsibility of that customer per the "Electronic Device Agreement". The customer is responsible for full replacement cost of the device and/or any parts that are lost, stolen, damaged, or otherwise not returned.
- Electronic Devices can be checked out from library opening until 30 minutes before the library closes.
- Most Electronic Devices are checked out for fourteen (14) days with 2 renewals available. HotSpots are checked out for fourteen (14) days with no renewals. Laptops are checked out for in-library use only for one (1) hour with renewals available if no one is waiting.
- **Overdue fines will be charged for all devices returned late**. See the "Electronic Device Agreement" for details.
- Do not return devices in the bookdrop. See the "Electronic Device Agreement" for details.
- If any technical problems are encountered, the device should be returned immediately to the Library.

First APPROVED: May 26, 2010, RESOLUTION #10-053
Revised April 19, 2017, RESOLUTION #17-036
Revised March 21, 2018, RESOLUTION #18-035

**2304.00 BEHAVIOR AND CONDUCT**

To maintain an atmosphere appropriate for work, study, and enjoyment for all Library patrons and staff, the Library Board of Trustees has established the following policy on behavior and conduct in the Library and on Library property. This policy will be courteously, but firmly, enforced by Library staff and by the Mentor Police Department as warranted.

Public Libraries are 'limited public forums' and as such are permitted to restrict activities that are not consistent with the nature of libraries, and to impose content-neutral, reasonable time, place, and manner restrictions.

Mentor Public Library welcomes children and vulnerable adults to use its facilities and services. The Library does not act in loco parentis (in place of parents) and library staff members cannot supervise children or vulnerable adults in the library. The parent, or legal guardian, is responsible for ensuring that children and/or vulnerable adult are provided with adequate care and supervision while in the Library.

Children under the age of seven (7) along with children and vulnerable adults who are unable or unwilling to care for themselves must be attended at all times by a parent, legal guardian, teacher, custodian, or caregiver. If attended by a custodian or caregiver, the custodian or caregiver must be able to provide adequate care and supervision and must be at least 16 years of age.

The proper authorities will be notified if children under the age of seven (7) or children or vulnerable adults who are unable or unwilling to care for themselves are left unsupervised or unattended.

If a parent, guardian, custodian, caregiver, or responsible adult person can't be reached, Library staff will contact law enforcement to take charge of the situation. Regardless of the child or vulnerable adult's ability or willingness to care for themselves, library staff will contact law enforcement if children or vulnerable adults are left unattended more than 15 minutes after the library has closed.

Library employees are not permitted to transport children or vulnerable adults away from the Library's facilities.

A child who creates chronic problems may be required to bring a responsible adult who will remain with the juvenile at all times.

Appropriate Library activities include doing homework, writing reports, researching, browsing for materials, reading, thinking, attending programs, and using Library equipment such as computers and copiers. These activities are to be conducted in a manner so as not to disturb others. Group study by four at one table and quiet tutoring of one or two students are permitted**.** Group study by, or tutoring of, more students at one time, or any group work which creates enough noise to disrupt other patrons will not be permitted. The Library offers the use of meeting rooms for small group activities per our meeting room policy. However, not all areas of the Library are open to the public.

Prohibitions on Conduct

No individual may engage in inappropriate conduct on the premises of Mentor Public Library, when using Library facilities, or when participating in Library programs either on or off-site. Inappropriate conduct includes, but is not limited to:

- Running, horseplay, or engaging in physically dangerous activities or behavior.
- Littering, including leaving wrappers, papers, and/or crumbs anywhere on Library premises.
- Swearing, engaging in excessive or disruptive conversations, yelling or talking loudly, or using personal electronic equipment at such a volume or making ongoing noise that is unreasonably disturbing to other Library users.
- Committing or attempting to commit any activity that would constitute a crime or a violation of the City of Mentor ordinances.
- Engaging in any physically intimidating or assaultive behavior, or any threats of violence or unlawful activities.

- Possessing, selling, distributing, consuming, or being under the influence of any alcoholic beverage or controlled substance under state or federal law, including marijuana.
- Refusing to follow the reasonable directions of Library staff, including but not limited to, failing to take shelter in an emergency as directed by staff.
- Engaging in any behavior that a reasonable person would find to be disruptive, harassing, or threatening in nature to Library users/patrons or staff including stalking, prolonged staring at, or following another with the intent to annoy or intentionally behaving in a manner that could reasonably be expected to annoy or disturb others.
- Engaging or attempting to engage in any sexual contact, activities, or conduct.
- Selling, soliciting, surveying, distributing written materials, panhandling, or canvassing Library property (inside and outside).
- Petitioning is permitted on the sidewalks and other outdoor public areas around the library as long as the activity does not interfere with patrons accessing the library entrance or library services. Petitioners are not permitted to block access to the library, harass patrons, gather signatures inside the library or intimate that the Library endorses or supports the cause.
- Eating or drinking while using Library computers or in spaces designated as free from food. Light snacks may be enjoyed responsibly in designated areas.
- Sleeping, napping, or dozing in or on Library premises at any time.
- Failure to wear appropriate covering of one's body, including the failure to wear shoes or other soled footwear.
- Entering or remaining upon Library premises with bodily hygiene so offensive that it constitutes a nuisance to others.
- Moving furniture without the express consent of the Library staff or use of furniture in any manner that may damage the furniture, including placing feet on the furniture.
- Using Library materials, furniture, equipment, or facilities in any manner inconsistent with the customary use thereof, or the theft or intentional damaging of Library materials, furniture, equipment, or facilities, or the property of any patron or Library user.
- Interfering with the safe and free passage of Library staff or patrons on the premises, including but not limited to the placement of objects in hallways, aisles, flooring or elsewhere in a manner that impedes the free passage of such persons about the Library.
- Leaving items unattended on Library premises at any time. Items may be removed from the Library premises if they reasonably appear to be abandoned or have been left unattended for 30 minutes or more.
- Bringing any animal into the Library except service animals.
- Entering non-public areas of the Library without permission.

- Improperly using Library restrooms or facilities for purposes such as bathing, shaving, or washing clothes.
- Overnight parking is not permitted without the approval of Library administration.
- Overnight sleeping on any library property is not permitted.
- Photographing or videotaping, or otherwise recording other patrons, the activities of other patrons, or otherwise interfering with the privacy of other patrons except as specifically permitted by law.
- Photographing, videotaping, or recording any nonpublic areas of the library, such as restrooms and employee-only areas.
- Smoking or using tobacco products (pursuant to Ohio Revised Code Chapter 3794; Ohio Revised Code §3791.031; and Mentor City Ordinance §521.10); using any chewing tobacco or snuff tobacco on the premises or any similar substance which involves expectoration; or smoking using an electronic or any other substitute for tobacco.
- Violating the Library's rules for acceptable use of the internet and Library public computers. A user accepts these rules before accessing the Internet through a Library computer. Copies of these rules will be made available by staff upon request.
- While on Library premises no person shall possess, have under the person's control, convey, or attempt to convey a deadly weapon or dangerous ordnance or other dangerous instrumentality, onto the Library premises, which, in the opinion of the Library management, constitutes a potential threat to the health, safety and welfare of anyone, unless permitted to do so pursuant to federal or state law. Pursuant to R.C. 2923.1210, a business owner, property owner, or public or private employer may not establish, maintain, or enforce a policy or rule that prohibits or has the effect of prohibiting a person who has been issued a valid concealed handgun license from transporting or storing a firearm or ammunition when both of the following conditions are met: 1) each firearm and all of the ammunition is locked within the trunk, glove box, or other enclosed compartment or container within or on the person's privately owned motor vehicle; and 2) the vehicle is in a location where it is otherwise permitted to be.
- Engaging in any other conduct that is inconsistent with those activities normally associated with the use of a public library facility (reading, studying, and using library materials).

<u>Violation of Policy</u>

Patrons who are behaving in violation of this policy will be warned that the behavior must stop. If the behavior is not corrected, the person will be told to leave the premises. Anyone who does not leave after being told to do so will be considered a trespasser and will be treated accordingly.

Mentor Public Library reserves the right to suspend or ban patrons that do not follow the Library's Behavior and Conduct Policy. Patrons engaged in conduct that poses an immediate

risk to health or safety may be expelled from Library premises without prior warning and with or without the assistance of local law enforcement. Patrons will be given the opportunity to present a statement prior to the determination of any suspension of library privileges.

Restriction on Library use will be enacted for a period of time based on the severity of the offense, the customer's history or policy violations, and any other relevant factors. Once the period of suspension is complete, and before they can regain Library access, patrons must meet with Library Administration to discuss continued use of Mentor Public Library. Minors will be expected to bring a parent or guardian to meet with Library Administration before reinstatement of Library privileges.

Appeals may be made to the Library Director within ten (10) days of issuance.

Thank you for your cooperation.

Revised and approved March 15, 2023
Resolution # 23-035
Revised and approved August 21, 2019
Resolution # 19-076
Revised and approved December 16, 2015
Resolution # 15-110

**2305.00 VIDEO SURVEILLANCE & RECORDING**

The purpose of video surveillance is to deter crime, to aid in protecting the safety of individuals, and to secure the property and assets of the Mentor Public Library. Video surveillance complements other measures to ensure compliance with the Library's Behavior Policy and other Library policies in creating a safe and secure environment for patrons and staff.

Video surveillance of areas for security purposes is conducted in a manner consistent with other existing Library policies, and is limited to uses that do not violate the reasonable expectation of privacy. Areas under surveillance may include, but are not limited to, those of public use, staff work areas, parking lots, and grounds. Targeted video surveillance is prohibited if such observation is based on the characteristics and classifications that would be considered discriminatory under law (e.g., race, gender, sexual orientation, national origin, disability, etc.).

The existence of this policy does not imply or guarantee that any or all cameras are recording images, or are monitored in real time, 24 hours a day, and seven days a week.

The Library's security records are not public records under O.R.C. 149.43 and they are not subject to mandatory release or disclosure except as required under that section. See O.R.C. 149.433(B). The footage may be made available to public safety forces or the courts under some conditions including subpoena or exigent circumstances.

Approved April 17, 2013
Resolution #13-032

**2306.00 Procedure for Speaking at the Mentor Public Library Board of Trustees Meetings**
The Board of Trustees of the Mentor Public Library welcomes you to this meeting. We conduct our meetings in strict compliance with the State of Ohio's "Open Meetings Law." The law allows for board meetings to be open for public observance. Since we value the ideas and insights of our community residents, it is the policy of this board to allow time at each meeting for a public presentation on both agenda items and items of public interest to residents of our library district, individuals with a business in the district, or elected/appointed public officials whose jurisdiction includes the Library district.

If you wish to speak to this Board during the meeting, please complete the form at the bottom of this page. Then hand it to either a board member or the Director before the meeting. Only persons who have completed the form will be allowed time to speak. Individuals may not register others to speak during public participation nor cede their allotted speaking time to another individual. When the board reaches that portion of the agenda, you will be called upon by the board president.

The presiding officer shall be guided by the following rules:

A. Public participation shall be permitted only as indicated on the agenda and at the discretion of the presiding officer.
B. Any resident having a legitimate interest in the actions of the board may participate during the public portion of a meeting after being recognized by the presiding officer.
C. Participants must be recognized by the presiding officer and must preface their comments by an announcement of their name and city of residence.
D. Each statement made by a participant shall be limited to three (3) minutes duration, unless extended by the presiding officer. Any questions must be addressed to the presiding officer. No person may address or question other board members, administrators, or other audience members.
E. No participant may speak more than once on the same topic unless all others who wish to speak on that topic have been heard. At the discretion of the presiding officer, the number of speakers may be limited to three (3) in favor and three (3) in opposition of the given agenda item.
F. The presiding officer has the right and power to control the meeting and may take whatever actions are necessary to ensure an orderly meeting including, but not limited to:
    a. Interrupt, warn, or terminate a participant's session if comments are made that are obscene and/or constitute a threat
    b. Request any individual to stop speaking and/or leave the meeting when that person is disruptive to the conduct and/or orderly progress of the meeting

Speakers may offer such objective criticism of library operations and programs as concern them. But in public session, the board will not hear complaints about library personnel nor against any person connected with the library system. Other channels provide for board consideration and disposition of legitimate complaints involving individual employees of the library.

At other times board members may wish to ask for information from persons in the audience. Please refrain from comment unless the board asks you to comment. Board members are always anxious to hear from the community outside the meeting. Our meeting agenda usually does not allow for a continuous public debate.

Audio or video recordings are permitted. The person operating the recorder must agree to the placement of the equipment and to abide by the following conditions:

- No obstructions are created between the Board and the audience.
- No interviews are conducted in the meeting room while the Board is in session.
- No commentary, adjustment of equipment, or positioning of operations is made that would distract either the Board or members of the audience while the Board is in session.
- No disruption of the meeting.

Thank you for helping to conduct an open and orderly meeting.

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Request to Speak Before the Board:

Please complete this form and hand it to either a board member of the Library Director.
Name: _____ Date of Request: _____
Address: _____State: ____ Zip: _____
Phone: _____
Group / Organization you represent, if any: _____
Subject of your request: _____
___Agenda Item ___Public Presentation
Additional: _____

**2307.00 USE OF LIBRARY TELEPHONES BY PATRONS**

In order that telephone lines may be free to conduct Mentor Public Library business, requests for patrons to make outgoing patron calls on the library phone will be limited to those of an emergency nature or calls for a ride home. The library will not take incoming calls for patrons unless it is an emergency situation. Patrons are not to use the library's phones as a substitute for their own and shall keep the calls as brief as possible. Those who consistently request use of the library's phone and those in violation of this policy may be denied access to the library's phone.

## 2400 VOLUNTEERS

### 2401.00 VOLUNTEER POLICY

Thank you for volunteering with the Mentor Public Library! Volunteers help to connect the community and the Library to create positive experiences for our patrons. Volunteers work in conjunction with the Library staff to enhance the services offered by the Mentor Public Library. Please review the Volunteer Policy before you start your volunteer work.

Behavior and Conduct Policy: All volunteers are expected to follow the Mentor Public Library Behavior and Conduct Policy and the Volunteer Code of Conduct.

Volunteer Registration Form: All volunteers must complete a Volunteer Registration Form before providing any volunteer services.

Background Check: Volunteer candidates 18 years of age and over must complete any required background checks prior to providing any volunteer services.

Waiver Form: Every volunteer must have a Waiver Form on file with the Mentor Public Library before any volunteer service can be provided.

Transportation, License and Insurance: All volunteers will be responsible for providing their own transportation to and from volunteer venues. Driving may be required as part of some volunteer activities and tasks. Volunteer candidates whose tasks involve driving will be asked to provide a valid Ohio driver's license, present a clean driving record and provide proof of current insurance.

Volunteer Sign-In/Sign-Out: Volunteers must report to the Circulation Desk before beginning any volunteer duties. Volunteers must sign in and pick up a Volunteer Badge, which must be worn during the duration of all duties and tasks performed as a volunteer for the Mentor Public Library. Volunteers must sign out and return the Volunteer Badge when assigned duties are completed each day.

If a volunteer opportunity takes place off-site, volunteers will be required to sign in and out on a form provided at the off-site location by the Mentor Public Library. A Volunteer Badge will be available to pick up and return at the off-site location.

Orientation or Training: Training and directions will be given for each task that a volunteer may carry out. A Volunteer Handbook will be available for volunteers to reference. Failure to follow instructions may result in dismissal from volunteer tasks.

Dress Code: Volunteers are expected to observe the library's personal appearance policy:

Generally: The Library reserves the right to prescribe appropriate dress and personal grooming in the Library's best interest. The Library requires that a volunteers' clothing, grooming, and overall appearance be appropriate, present a favorable and professional public image.

Clothing Regulations: The Library restricts volunteers from wearing shorts, short skirts or short dresses, and shirts short enough to allow the midriff to be shown. In addition, the Library restricts volunteers from wearing t-shirts or clothing displaying any derogatory language, any advertisements and any messages. Tennis shoes shall be permitted; however, tennis shoes must be clean and may not display grass stains or holes. Open-toed shoes are acceptable providing that they present a favorable and professional image, and are safe for the type of work being performed. All clothing and shoes worn by volunteers must present a professional image.

The volunteer coordinator will meet with volunteers who are determined to be inappropriately dressed. Minor violations will be handled by asking the volunteers to not to wear such inappropriate attire to the library again and documenting the date and nature of the discussion. Serious dress code violations will be handled by sending the volunteer home.

Volunteers with questions regarding the dress code or what would be considered appropriate attire should request clarification by the Volunteer Coodinator or designee before wearing an outfit which might be in violation. The Director has the sole authority to determine what attire is considered to be appropriate for the Library. However, the Volunteer Coodinator shall apply this standard objectively and in a consistent manner when determining which attire is inappropriate.

Adopted by MPL Board of Trustees – 8/19/2015 Resolution #15-066
Revised May 2019 Resolution #19-052

**2402.00 VOLUNTEER CODE OF CONDUCT**
The Mentor Public Library is committed to meeting the needs of our community through excellent service. Volunteers are representatives of this organization and, as such, are charged with conducting themselves in a professional manner, complying with both the Behavior and Conduct Policy and the Volunteer Code of Conduct.

Compliance with the Volunteer Code of Conduct by all volunteers is conducive to excellent individual, team, and organizational performance and ensures the creation and maintenance of a professional atmosphere on behalf of Mentor Public Library's patrons.

- Volunteers will follow all local, state and federal laws and regulations while participating in volunteer services.

- Volunteers have a responsibility to adhere to the rules and procedures of the Mentor Public Library. Failure to follow policies and procedures during volunteer assignments may be cause for dismissal.
- Volunteers will follow safe workplace practices while performing volunteer duties.
- Volunteers will be ethical, honest, and fair in dealings with the public and the staff.
- Volunteers will accurately and truthfully manage and safeguard information and will access only such information as demanded by the performance of specific volunteer duties.
- Volunteers will represent this organization in a positive manner in the course of volunteer duties and in the recognition as a volunteer of the Mentor Public Library when in public.
- Volunteers will be dependable and recognize the commitment and responsibility to volunteer duties. If unable to fulfil scheduled volunteer duties, the volunteer is responsible for notifying, in a timely fashion, the appropriate personnel at the Library.
- Volunteers will be responsible stewards of Library property, time, labor, supplies, assets, equipment, and funds.
- Volunteers will help promote a positive and comfortable environment by respecting the personal space of others. The behavior, attitude, appearance, language, and conversation of volunteers will contribute to a supportive, safe, and non-threatening environment.
- Volunteers will refrain from using profane and abusive language or disruptive behavior that is dangerous to others.
- Volunteers will not use, possess, or be under the influence of alcohol or illegal drugs at any time while performing volunteer duties.
- Volunteers, while on Library premises or engaged in the discharge of their volunteer services for
  the Library, will not have possession, use of or control over any type of firearm, deadly weapon or explosive device or other dangerous instrumentality which, in the opinion of the Library management, constitutes a potential threat to the health, safety and welfare of anyone.

Approved December 16, 2015
Resolution #15-111

## 2500 THE AMERICAN WITH DISABILITIES ACT

### 2501.00 NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Mentor Public Library will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

***Employment:*** Mentor Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

***Effective Communication:*** Mentor Public Library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Mentor Public Library's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

***Modifications to Policies and Procedures:*** Mentor Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Mentor Public Library offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Mentor Public Library should contact the Human Resources Manager, by phone at: 440-255-8811 x231, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Mentor Public Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Mentor Public Library is not accessible to persons with disabilities should be directed to the Human Resources Manager, by phone at: 440-255-8811 x231.

Mentor Public Library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

### 2501.00 GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILTIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with

Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Mentor Public Library. The Mentor Public Library's Employee Handbook governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**Human Resources Manager/ADA Coordinator**
**8215 Mentor Avenue, Mentor OH 44060**

Within 15 calendar days after receipt of the complaint, the Human Resource Manager or designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Human Resources Manager or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of Mentor Public Library and offer options for substantive resolution of the complaint.

If the response by the Human Resources Manager or designee does not satisfactorily resolve the issue, the complainant and/or designee may appeal the decision within 15 calendar days after receipt of the response to the Mentor Public Library Director, or designee.

Within 15 calendar days after receipt of the appeal, the Director or designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Director or designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Human Resources Manager or designee, appeals to the Director or designee, and responses from these two offices will be retained by the Mentor Public Library for at least three years.