

South Holland Public Library

1.0 General Library Policies



- 1.0 General Library Policies**
- 1.1 Mission Statement**
- 1.2 Brief History of the South Holland Public Library**
- 1.3 Best Practices**
- 1.4 Hours of Service and Holidays**
- 1.5 Freedom of Information Act (FOIA)**
- 1.6 Library Bill of Rights**
- 1.7 Freedom to Read**
- 1.8 Freedom to View**
- 1.9 Free Access to Libraries for Minors**
- 1.10 American Library Association (ALA) Code of Ethics for Library Staff**
- 1.11 Americans with Disabilities Act (ADA)**
- 1.12 Confidentiality of Records**
- 1.13 Identity Protection for the Public**
- 1.14 Photo/Video/Audio Release**
- 1.15 Donations and Partnerships**
- 1.16 Appendices**
 - 1.16.1 Organization Chart**

South Holland Public Library

1.0 General Library Policies



1.0 GENERAL LIBRARY POLICIES

The purpose of *General Library Policies* is to:

- provide a way to ensure all members of the public know what they can expect from the Library and that they are treated equitably;
- provide a mechanism for the Board of Library Trustees, managers and staff members to translate the Library's service priorities into actions;
- serve as the primary tool for ensuring all staff members have the information they need to do their jobs effectively;
- define current Library practices; and
- ensure the Library is in compliance with all local, state and federal regulations.

1.1 MISSION STATEMENT

The mission of the South Holland Public Library is to serve and promote the informational, educational, cultural and recreational needs of all members of the South Holland community by providing access to professional staff, a state of the art facility and quality materials, programs and services. It is also our mission to manage Library resources wisely and ethically in support of our diverse community. The South Holland Public Library is committed to supporting a lifelong enjoyment of reading and learning.

1.2 A BRIEF HISTORY OF THE SOUTH HOLLAND PUBLIC LIBRARY

On February 27, 1961, the Village of South Holland Board of Trustees established the first Library Commission and acquired quarters at 16175 South Park Avenue. Thanks to the volunteer efforts of the Lions Club, the building interior was remodeled and opened to the public in September, 1961.

Though initially supported by Village corporate funds, a referendum was passed to support the Library in February 1962 and form a separate Library Board of Trustees.

A building referendum was passed on March 24, 1970, for \$500,000 to build a new library. The South Holland Public Library opened its doors at its present location, 16250 Wausau Avenue, on April 24, 1972.

1.3 BEST PRACTICES

The Library Board of Library Trustees and staff will adhere to the standards and best practices as applicable and provided in *Serving Our Public 3.0: Standards for Public Libraries*, published by the Illinois Library Association (2014).

South Holland Public Library

1.0 General Library Policies



It is the purpose of the South Holland Public Library to provide books and other materials to meet the informational, educational, cultural, and recreational interests and needs of the people of South Holland.

The Library strives to aid and encourage the young in their pursuit of knowledge and experiences by providing materials, services and programs. It provides adult readers with books and other materials in many fields to meet their needs for facts and authoritative opinion, whether in their capacity as individuals, as professional or business people, or as responsible citizens of the community, the state, or the nation.

The Library recognizes its major concern must be a positive contribution toward individual social and intellectual development. Service shall be provided on a fair and equitable basis to all individuals and groups regardless of race, color, religion, creed, sex, sexual orientation, gender identity, national origin, ancestry, age, veteran status, disability, military service, or other protected status.

1.4 HOURS OF SERVICE AND HOLIDAYS

The Library will operate on the following schedule:

Monday-Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 5:00 p.m.
Sunday	Closed

The Library will be closed in observance of the following holidays:

New Year's Day	Wednesday before Thanksgiving, the Library closes at 3:00 p.m.
Good Friday	
Memorial Day	Thanksgiving Day
Independence Day	Christmas Eve
Labor Day	Christmas Day
	New Year's Eve

When a holiday occurs on a Sunday, the Library will be closed on the following Monday.

South Holland Public Library

1.0 General Library Policies



1.5 FREEDOM OF INFORMATION ACT (FOIA)

Requests for public records are fulfilled under the guidelines of the Illinois Freedom of Information Act (FOIA) (5 ILCS 140).

1.51 A brief description of our public body follows:

- a. The South Holland Public Library is a municipal library established under the Illinois Library Act (75 ILCS 5). The seven-member Library Board is elected to staggered 6-year terms.
- b. The mission of the South Holland Public Library is to serve and promote the informational, educational, cultural and recreational needs of all members of the South Holland community by providing access to professional staff, a state of the art facility and quality materials, programs and services. It is also our mission to manage Library resources wisely and ethically in support of our diverse community. The South Holland Public Library is committed to supporting a lifelong enjoyment of reading and learning.
- c. An organizational chart is found at the end of *1.0 General Library Policies* as Appendix 1.16.1.
- d. The total amount of our operating budget for FY2017-2018 is \$2,469,215. Funding sources are property and personal property replacement taxes, state and federal grants, fines, fees and donations.
- e. Tax levy is: Corporate purposes (for general operating expenditures, including pension and debt service).
- f. The office is located at this address: 16250 Wausau Avenue, South Holland, IL 60473.
- g. We have the following number of persons employed:
 - i. Full-time 15
 - ii. Part-time 22
- h. The following organization exercises control over our policies and procedures: The South Holland Public Library Board of Library Trustees, which meets monthly on the 4th Monday of each month, 7 p.m., at the Library. Its members are: President Vanessa Bradley; Vice-President Donald Van Deursen; Treasurer Patricia McCreary; Secretary Nancy Banash; Trustee Elaine MacKenzie; Trustee Patricia Rohm; and Trustee Felicia Houston.
- i. We are required to report and be answerable for our operations to: the Illinois State Library, Springfield, Illinois. Its members are: State Librarian Jesse White (Secretary of State); State Library Deputy Director Greg McCormick; and various other staff

South Holland Public Library

1.0 General Library Policies



1.5.2 Public records may be requested in the following manner:

- a. The Deputy Village Clerk, Beckie Harris, is the appointed Freedom of Information Act (FOIA) Officer for the Village of South Holland. You may contact the FOIA Officer at 708-210-2910 or by emailing bharris@southholland.org. The FOIA Officer is located in the Village of South Holland Village Hall, 16226 Wausau Avenue, South Holland, IL, 60473.
- b. All requests must be submitted in writing to the attention of the Freedom of Information Act Officer. Applicants may use the Village of South Holland suggested FOIA Request Form, available on the next page, and at the South Holland Village Hall, or may submit their own written request for records. Applicants choosing not to use the suggested form must provide their full name, current address, phone number, a detailed account of the documents they are requesting, and whether or not they are requesting the documents for commercial use.
- c. Written requests may be submitted in person at the Deputy Village Clerk's Office, located at the South Holland Village Hall; mailed to the attention of the Freedom of Information Act Officer; emailed to bharris@southholland.org; or faxed to 708-210-1019. For more information, call 708-210-2910.
- d. Requestors will be contacted within the time allotted by law with a response to their request. At that time, the requestor will be told of any fees associated with their request.

South Holland Public Library

1.0 General Library Policies



1.5.3



VILLAGE OF SOUTH HOLLAND REQUEST FOR PUBLIC RECORDS UNDER THE PROVISIONS OF THE FREEDOM OF INFORMATION ACT (F.O.I.A.)

TO: _____ FROM: _____
F.O.I. Officer Company Name
Department/Agency Attention
16226 Wausau Avenue Address
South Holland, IL 60473 Phone Number

DESCRIPTION OF REQUESTED RECORDS:

Please indicate if you wish to inspect the above captioned record(s) or wish a copy of them.

☐ Inspection ☐ Copy ☐ Both

FOR OFFICE USE ONLY

Date received _____ Date response due _____
Number of copies involved _____ 15 cents/copy \$ _____
Cost/copy Total Cost

Notations regarding oral communications or other items: _____

South Holland Public Library

1.0 General Library Policies



1.6 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.

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

South Holland Public Library

1.0 General Library Policies



1.7 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

South Holland Public Library

1.0 General Library Policies



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.

South Holland Public Library

1.0 General Library Policies



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.

South Holland Public Library

1.0 General Library Policies



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.

South Holland Public Library

1.0 General Library Policies



1.8 FREEDOM TO VIEW

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 guarantees 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.

South Holland Public Library

1.0 General Library Policies



1.9 FREE ACCESS TO LIBRARIES FOR MINORS

Library policies and procedures that effectively deny minors equal and equitable access to all library resources available to other users violate the *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the *Library Bill of Rights* states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The "right to use a library" includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, educational level, literacy skills, or legal emancipation.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information in the library. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.¹ Librarians and library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents. As "Libraries: An American Value" states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services." Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents who do not want their children to have access to certain library services, materials, or facilities should so advise their children. Librarians and library governing bodies

South Holland Public Library

1.0 General Library Policies



cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

¹See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975)-"Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable [422 U.S. 205, 214] for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors. See *Tinker v. Des Moines School Dist.*, *supra*. Cf. *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943)."

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991, June 30, 2004.

South Holland Public Library

1.0 General Library Policies



1.10 AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS FOR LIBRARY STAFF

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

South Holland Public Library

1.0 General Library Policies



8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

South Holland Public Library

1.0 General Library Policies



1.11 AMERICANS WITH DISABILITIES ACT

The South Holland Public Library complies with the Americans with Disabilities Act of 1990, as amended (the “ADA”) and offers alternative reasonable compliance to meet its requirements. Accordingly, the Library takes appropriate steps to ensure that Library communications with applicants, employees and members of the public with ADA disabilities are as effective as communications with others; makes reasonable accommodations in Library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a Library program would result; and operates its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities. The Library provides equal access to persons with disabilities, including those individuals who use service animals.

1.11.1 ADA Compliance Officer

The Library Director or his/her designee is the Library’s ADA Compliance Officer. The ADA Compliance Officer may be contacted via telephone at: 708-527-3104 or via email at: robin@southhollandlibrary.org.

Implementation of this Policy is the responsibility of all Library staff.

1.11.2 Method of Notification

A copy of this Policy is included in the Library’s policy handbook and is posted on the Library’s website. If a person with visual impairment or other disability inquires about this Policy or about the Library’s ADA services, staff will offer to read the Policy and to provide appropriate ADA services.

1.11.3 Service Animals

The Library welcomes service animals, and service animals are permitted in any area of the Library where members of the public are permitted to go. Trainers are also permitted to accompany service animals in training in the Library. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder during an anxiety attack or performing other duties. The work or task that the dog has been trained to provide must be directly related to the person’s disability.

South Holland Public Library

1.0 General Library Policies



The ADA has also defined a miniature horse as an animal that may serve as a service animal if it has been individually trained to do work or perform tasks for a person with a disability. To determine if a miniature horse can be accommodated in the Library, the Library will assess whether

- a. the miniature horse is housebroken,
- b. the miniature horse is under the owner's control,
- c. the Library can accommodate the miniature horse's type, size and weight, and
- d. the miniature horse's presence will compromise legitimate safety requirements necessary for the safe operation of the Library.

Some service animals may wear special collars, harnesses, vests or capes and some are licensed and certified and have identification papers. However, special identification and certification are not required by the ADA. Employees may only ask an individual who accesses the Library with a service animal the following two questions:

- a. whether the animal is a service animal and
- b. what work or task the service animal has been trained to perform. Employees may not require identification documents for the animal and may not ask about the person's disability.

A service animal may be removed from the premises only if

- a. the animal is out of control and the handler does not take effective action to control it, or
- b. the animal is not housebroken.

Service animals must be harnessed, leashed, or tethered, unless such devices interfere with the animal's work or the individual's disability prevents using such devices, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

When there is a legitimate reason to remove a service animal, staff will offer the person with the disability the opportunity to obtain Library materials or services without the animal's presence. Staff is not required to provide care, food or a special location for the animal.

1.11.4 Programming

All notices and advertising for Library-sponsored programming will contain an appropriate ADA notice (such as the following):

Any person needing an accommodation for a disability in order to access the benefits of the Library's services, programs, or activities under the Americans with Disabilities Act should contact the ADA Compliance Officer or any member of the Library staff. Any person needing an

South Holland Public Library

1.0 General Library Policies



accommodation for a disability in order to attend a meeting at the Library should contact the Library Director by telephone at 708-527-3104, by email at robin@southhollandlibrary.org or in writing, not less than five (5) working days prior to the meeting.

1.11.5 Accommodations to Persons with a Disability

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying and retrieving Library materials, and completing Library forms.

In addition, in order to assist persons with visual, hearing, mobility, intellectual, or other disabilities, the Library provides materials in a variety of formats: conventional print, large type, DVD, CD, electronic download, streaming services. When materials are not available in all needed formats, the Library attempts to provide equivalent or similar items for use by persons with disabilities.

1.11.6 Meeting Room Users

Groups using the meeting room and presenters are required to meet the requirements of the Americans with Disabilities Act. The Library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

1.11.7 Further Information

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Disability Rights Section, Civil Rights Division, U.S. Department of Justice, 950 Pennsylvania Avenue, Washington, DC 20530. Telephone: (800) 514-0301 (Voice) or (800) 514-0383 (TDD).

1.12 CONFIDENTIALITY OF RECORDS

The South Holland Public Library abides by Illinois Law, which states that the records of patron transactions and the identity of registered library patrons are confidential material. The South Holland Public Library does not make available patrons' personal information or the records of patron transactions to any party except in compliance with the law. The South Holland Public Library does not make available lists of registered library patrons except in compliance with the law.

Staff will access patron accounts only as required for Library operations and will require identification before providing any account information to a patron.

South Holland Public Library

1.0 General Library Policies



1.13 IDENTITY PROTECTION POLICY FOR THE PUBLIC

South Holland Public Library adopts this Identity Protection Policy pursuant to the Identity Protection Act, 5 ILCS 179/1 et seq. The Identity Protection Act requires units of local Government to approve and implement an Identity Protection Policy to ensure the confidentiality and integrity of Social Security Numbers (SSNs) which agencies collect, maintain and use.

The South Holland Public Library does not collect Social Security Numbers from members of the public.

1.14 PHOTO/VIDEO/AUDIO RELEASE POLICY

The South Holland Public Library reserves the right to use photographs, audio recordings, and/or video recordings taken at the Library for publicity purposes in printed materials and online. All library patrons consent to the use of their image and/or voice taken at the Library or during Library events, unless they specifically inform Library staff of an objection to such use. No names will be used in conjunction with photographs, audio recordings, and/or video recordings without express written consent.

1.15 DONATIONS AND PARTNERSHIPS

The South Holland Public Library welcomes donations from individuals and organizations to enhance or improve Library collections and programs. Donations may take the form of monetary gifts or in-kind donations of materials or services. The Library may also enter into partnerships to develop specific services or programs.

1.15.1 Commemorative Donations

Cash gifts donated as memorials or for other purposes are also accepted for the dedication of library materials. The general nature or subject area of the materials to be dedicated may be based upon the wishes of the donor. Selection of specific titles, however, will be made by Library staff in accordance with the needs and selection policy of the Library. These commemorative gifts will be acknowledged by a bookplate.

1.15.2 Gift Materials

The Library accepts donations of materials on a selective basis. The same criteria that are used for purchasing decisions will be applied by Library staff in deciding whether or not to accept proposed gifts. Materials not meeting these guidelines will not be accepted.

South Holland Public Library

1.0 General Library Policies



The Library cannot accept special collections of materials that are to be kept together as a separate physical entity, nor can it accept gifts with restrictions as to use, permanence and/or location. Gift material may be integrated into the general collection or sold.

1.15.3 Fine Art

The mission and goals of the Library support the development of collections of library materials, and the Library building is designed to accommodate those types of collections. While the Library Board is grateful for donations from citizens, there are limited facilities in the building to display, protect and preserve fine art, including furniture, paintings, and sculpture. Therefore, acceptance of these objects will be on a case-by-case basis and subject to the donor's permission to sell the object for the benefit of the Library either immediately or in the future. Donors desiring permanent retention and/or display of their fine art gift will be referred to a more appropriate venue.

At their discretion, the Library Board may commission or request works of fine art that are appropriate to the building and do not require excessive security or maintenance.

The Library has very limited space available for display, so fine art materials may be displayed on a rotating basis or placed in non-public staff areas. Gifts with restrictions as to permanence and/or location will not be accepted.

All gifts of fine art will be acknowledged, and a signed donation form recording the terms of the gift will be kept on file. However, no monetary value shall be assigned to any gift nor such information included in any receipt.

1.15.4 Program Support

Library staff may solicit support for programs such as Summer Reading in the form of cash donations or prizes for program participants. Solicitation of program support will be coordinated by the Library Director or a designated staff member to avoid duplication and balance requests in the community. A letter of acknowledgement for gifts of money and in-kind support will be provided, and a copy will be placed on file. Any special recognition agreements will be stipulated in the letter.

The Library will also accept unsolicited donations for public programs that are in compliance with the Library's Programming policy.

Public acknowledgement of such donations in the Library's promotional materials will normally be restricted to a statement of the donor's name and/or a display of logo. Standards controlling the size, format and location of such acknowledgment will be stipulated by the Library Director or a designated staff member to ensure both consistency and quality of appearance. Such acknowledgement will not take precedence or have prominence over the Library's own logo or promotional material.

South Holland Public Library

1.0 General Library Policies



1.15.5 Unrestricted Cash Donations

A letter of acknowledgement will be provided for cash donations, and a copy will be placed on file.

1.15.6 Partnerships

The South Holland Public Library may enter into partnerships to develop specific programs or services that would be enhanced by collaboration with another organization. A partnership with a commercial organization does not imply and may not require Library endorsement of the partner's product or service.

The terms of each partnership will be laid out in a written agreement approved by the Library Director and an executive of the partner organization.

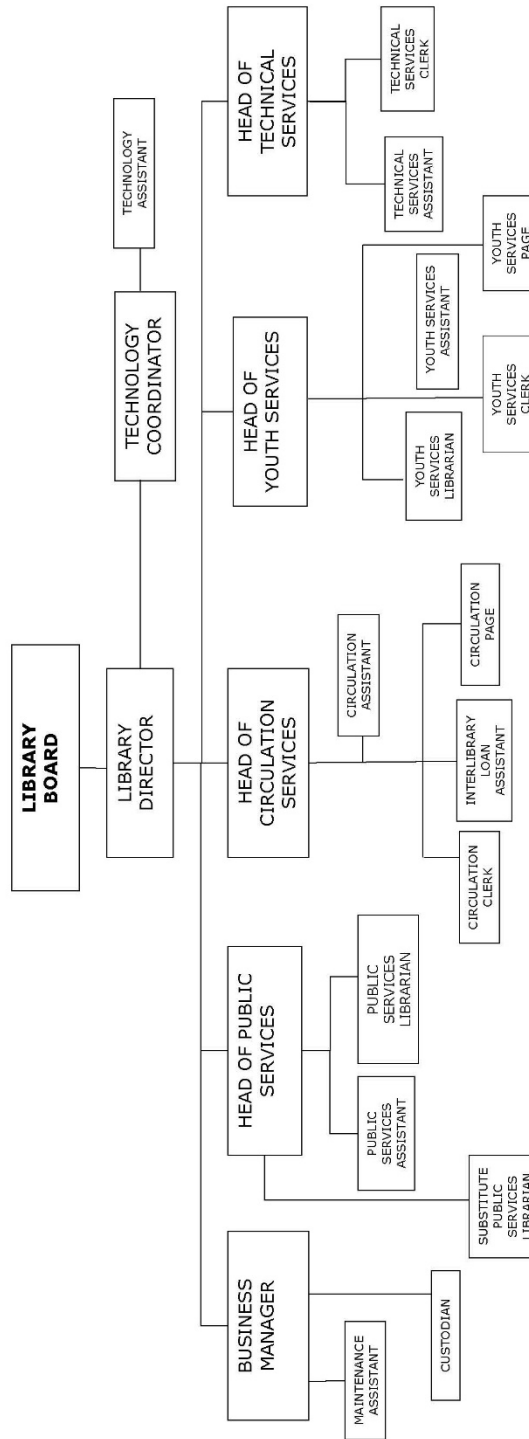
South Holland Public Library

1.0 General Library Policies



1.16.1

South Holland Public Library Organization Chart **2017**



Organization Chart; revised 2016-04-25, 2017-01-23, 2017-10-23