

SERVICES

The Library will serve all residents and all non-resident cardholders of the Cary Area Public Library District. The District includes the Village of Cary, the Village of Oakwood Hills, the Village of Trout Valley, unincorporated Cary, and parts of Prairie Grove and unincorporated Crystal Lake. Persons residing outside the geographical boundaries of the Library District may obtain non-resident cards for an annual fee.

A person's right to use the Library should not be denied or abridged because of origin, age, background, or views. Limiting access of certain materials to adults only abridges the use of the Library for minors. The Cary Area Public Library District is in accord with the Library Bill of Rights and allows free access to the library for minors. It is parental responsibility to decide what materials children have access to.

The use of the Library or its services may be limited when excessive demands by groups or individuals curtail service to the public. Demands on staff time, available materials, or space become excessive when the demand(s) prohibit attention and service to other individuals or groups. The Executive Director may set these limits temporarily until the next board meeting, when the Board can set a permanent limitation.

AMERICANS WITH DISABILITIES ACT

The Cary Area Public Library District shall comply with the provisions of this Act. Some special services, which are currently offered, are homebound delivery, talking book collection, large type collection, and interpreters for programs. The Library staff welcomes all suggestions and ideas for making its building and services accessible for the disabled.

Service Animals

The only animals allowed in the library, other than for library programs, are working service animals as defined by Title II of the ADA.

COOPERATION WITH OTHER LIBRARIES

State Law calls for free exchange privileges with all other libraries in the state (Illinois Reciprocal Borrowing Covenant). The Cary Area Public Library District agrees with and subscribes to this policy.

The Board and the Executive Director shall ever be alert to opportunities to strengthen the services and resources of the Library through use of services provided by the full range of modern library facilities of regional, state and federal library agencies.

Reaching Across Illinois Library System (RAILS)

The Cary Area Public Library District belongs to the Reaching Across Illinois Library System (RAILS) to strengthen its services and resources.

The Board understands the advantages, for both the library patron and the library staff, of belonging to a library system. With this understanding, the Board encourages cooperation with and full participation in RAILS.

Employees should endeavor to be acquainted with services offered by RAILS and how to make these services available to the Cary Area Public Library District patron so that full advantage may be made of such services. The staff of the Library is encouraged to participate in programs and workshops and help in any way to make RAILS services more effective and available to the patrons.

Schools

The public library and the school library have related functions. The public library collection should supplement and expand the collection of the school library.

There should be frequent joint planning between those responsible for school and public library service, based on realistic recognition of the functions of each agency, to provide complete library service to children and young people.

Interlibrary Loan (ILL)

The staff of the Library will follow the rules and regulations set by the Illinois State Library and the RAILS. **Please Note:** Terms are set by the lending library and are subject to change at any time without notice.

Reciprocal Borrowing

Reciprocal borrowing is the process whereby a person holding a valid identification card issued by a public library member of a system may borrow materials directly from any other public library member of the system on a personal rather than on an institutional basis.

The Library participates in reciprocal borrowing with libraries from other systems in Illinois. The Library may choose to restrict or limit borrowing by item type.

The Library will not be responsible for books returned to our library and sent via the delivery service to the borrowing library.

DENIAL OF SERVICE

The Cary Area Public Library District affirms Article 5 of the American Library Association's Library Bill of Rights:

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

The use of Cary Area Public Library District facilities or services will not be abridged or denied solely based on the medium of patron contact, whether in person, by telephone, or by other electronic means.

Because of the obligation to provide library services to the entire community, the Cary Area Public Library District may find it necessary or desirable to limit services or access to facilities in specific circumstances when an individual's demands for staff time, available materials, or space unduly impair the provision of library services to other individuals or groups.

The use of Cary Area Public Library District facilities and services may be denied for due cause. Patrons of the library may be ejected from the library building and grounds by library staff when they engage in behavior which disrupts normal library activities. Patrons shall be engaged in activities associated with the use of a public library while in the library. The following behaviors are prohibited:

- Engaging in conduct that may reasonably be expected to endanger the health and safety of Library users or employees or cause or threaten to cause damage to Library materials or facilities (for example, moving furniture in a way which blocks aisles, using tables, chairs or heating units as footstools, defacing or vandalizing Library property or materials, etc.) The Library reserves the right to limit the number of persons who may sit together at a single table or workstation.
- Engaging in conversation and behaviors in a manner that disturbs, offends, harasses, or threatens the safety of others. This includes phone, chat and electronic communication.
- Engaging in conduct that may reasonably be expected to create a disturbance or otherwise interfere with the quiet and safe use and enjoyment of the Library by others (for example, but not limited to, loud or boisterous conversations, running, fighting, threatening or harassing behavior, etc.)
- Interfering with another library patron's ability to use the facility, services, or materials.
- Disregarding the reasonable direction of a Library employee. This includes, but is not limited to, persistent or repeated disruptive behavior, remaining in the Library past regular operating hours or when circumstances dictate evacuation, i.e. power failure, fire, threatening weather, or similar situation.
- Using roller blades, skate boards, bicycles, scooters, or engaging in any other activity that may endanger public safety.
- Damaging, mutilating, moving, or removing from the premises without authorization any part of the library collection, building, furnishings, equipment, or supplies.
- Damaging or altering any computer system hardware or software configurations.

- Using library items, furnishings, equipment and facilities not aligned with their intended function, in a manner that interferes with others' use and/or damages or threatens to damage library property.
- Smoking, including the use of electronic cigarettes or other smoking-simulation devices, in the Library or within 15 feet of the building entrances, exits, windows, or ventilation intakes.
- Using the name or address of the Cary Area Public Library District as any element of advertising or promoting paid tutoring services.

Any patron who violates library policy and procedure may be immediately removed from the building. The patron may be banned from library property for a maximum of one year at the discretion of the Executive Director, depending on the nature and the seriousness of the offense which required removal, the extent of damage or disruption caused, any history of prior infractions of library policies and other relevant circumstances. The patron may be banned from the library for more than one year at the discretion of the Board if such sanction is recommended by the Executive Director.

Any person who enters or remains on library premises after having been notified by an authorized individual not to do so, and any person who enters or remains on the library premises during the period in which they had been banned from the premises, will be subject to arrest and prosecution for trespassing.

A library patron shall not be sanctioned with suspension of library privileges unless and until the patron has been told of the reasons for the proposed sanction, and given an opportunity to state his or her views as to the facts giving rise to the proposed sanction. The parents or guardians of minors will be contacted and informed of the child's suspension. If a minor child's contact information is invalid and the child refuses to give the correct information or gives false information, their library card will be barred. If the child returns to the library, they will be asked to leave or the police will be called to escort them home.

A person whose library privileges have been denied or limited may appeal the decision to the Board by requesting a hearing within thirty (30) days after the imposition of the sanction. Any such request must be submitted in writing. Failure to request a hearing within that period shall result in the sanction becoming final and binding. The requested hearing will be held at the next regularly scheduled board meeting.

DISPLAYS, AND EXHIBITS, POSTINGS AND DONATION BOXES

The use by individuals or organizations of the library's facilities for display and/or exhibits other than those, which pertain to the library, is not a right but a privilege, which is subject to review by the Board. The Executive Director or assigned staff may grant the privilege of placing exhibits and displays in the library subject to the following conditions:

The Library endorses ALA's statement on "User-Initiated Exhibits, Displays, and Bulletin Boards: An Interpretation of the Library Bill of Rights." Contents of exhibits are not meant to reflect the views of the Cary Area Public Library District, its trustees, or its staff. Posting of a notice does not imply endorsement by the Library staff or the Board of any product, service, activity, event, or viewpoint displayed in the posted item.

All displays, exhibits and postings are to be of a general educational or cultural nature, suitable for viewing by patrons of all ages. Display materials regarding candidates for public office or which advocates an affirmative or negative vote for or against any proposition, whether political, religious, or otherwise are not allowed.

Non-library affiliated persons, groups or organizations may not sell, solicit or collect money for goods or services on library property.

The Library reserves the right to reschedule or cancel any display, exhibit, or donation box should unforeseen situations arise.

Displays and Exhibits

Exhibit space will be made available on a first-come, first-served basis to residents. Priority will be given to cardholders, ~~to~~ not-for-profit groups located within the Cary Area Public Library District, and to the Library itself. No materials will be exhibited, displayed or placed in the library without the approval of the Display Application and Waiver by the Executive Director or assigned staff.

Prices of items may not be displayed. Purchase of any items must not be done on Library property. Exhibitors may display business cards or their contact information may be made available at the Service Center. Any item(s) sold while on display may not be removed before the end of the exhibition period.

The library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed or exhibited. All items placed in the library are done so at the owner's risk. Insurance covering valuable items will be the responsibility of the exhibitor.

Arrangements for displays should be made with the Library at least one month prior to the date of the display. Requests for exhibit space may be made up to one year in advance. Exhibit space is limited to one instance per year per group or individual but this can be exempted for partner

organizations at the discretion of the Library. The usual time limit for displays is 30 days but this can be extended or limited at the discretion of the Library.

Placement of exhibits must be mutually agreeable to both the Library and the exhibitor and in no way interfere with normal operation of the library.

All materials included in an exhibit are subject to review and must meet the guidelines of this policy. Material may be removed by the Library and retained for the exhibitor.

Postings

The community posting area in the Lobby is designed and intended to provide information to the Library's patrons about events or services of a cultural, educational, or community service nature. Posters for programs sponsored by any local not-for-profit organization may be displayed provided there is room for such display and it is of reasonable size.

Materials acceptable for posting include, but are not limited to: course, school, and educational announcements; special non-profit events and activities cultural events; volunteer opportunities; literary events; and activities and services available through municipal, state and federal offices. Postings from for-profit businesses can only be advertising a free educational or paid cultural event that would be of general interest to the community. Posting priority will be given to non-profit and governmental organizations as space is limited.

Donation Boxes

Local non-profit organizations may place non-cash donation boxes in the library's lobby upon the review and approval of the Executive Director or assigned staff. An application for such use must be completed at least two weeks in advance of collection commencement.

Only one donation box may be in the lobby at any one time. A donation box cannot be in the lobby more than 30 days at a time. At least 6 months must lapse before an organization is eligible to place another box in the lobby.

It is the responsibility of the organization to regularly check on the donation levels and empty the box as needed. If time allows, staff will alert the organization contact about overflow.

The Library assumes no responsibility for the preservation, protection, possible damage or theft of items collected.

Boxes may be removed without notice by the library

Individuals not affiliated with or representing a non-profit organization may not apply to place a donation box at the Library.

Petitions

As a public institution, the Cary Area Public Library District must remain impartial in matters of local or national debate or controversy. For this reason, library patrons or staff may not be approached for petition signatures while in the library. Staff members cannot circulate or sign petitions on work time.

Solicitations of signatures must take place at least 15 feet from the main entrance doors (across the driveway) to the building.

Solicitations of signatures may not impede the normal business operations of the library, may not obstruct foot or vehicular traffic on library property, and may not block entry to the library building. Persons circulating petitions may not place or erect tables, chairs or signs on Library property. Library patrons may choose to stop or not stop, and may not be harassed, threatened or detained by persons seeking to solicit signatures.

Organizations may solicit the attendees of their meetings, but only within the confines of their reserved meeting room.

The library reserves the right to display petitions approved by the Board which are directly related to library services, issues or activities.

Campaigning and Electioneering

A person shall have the right to congregate and engage in electioneering on any polling place property while the polls are open, beyond the campaign free zone, including but not limited to, the placement of temporary signs.

Surveys

The Board does not permit surveys to be conducted within the library or on library property with the following exceptions:

With the approval of the Executive Director, surveys may be conducted by the library itself or by library-related groups such as the Friends of the Library.

Requests must be made to the Executive Director to conduct surveys of an informational or educational nature (i.e. NW Herald man on the street survey).

INFORMATION SERVICES

Information services are provided to meet the informational, educational, and recreational needs of the community during the library's regular business hours. Information services are available to all persons regardless of the race, creed, color, national origin, religion, marital status, sexual orientation, gender, gender identity/expression, physical appearance, physical or mental ability, socioeconomic level, education level, and any other legally protected characteristics of the patron.

Information services are provided in person, on the telephone, or through email. Library staff may be unable to respond to requests for large amounts of information over the phone. In such cases, the staff member will ask the patron for an email address in which to send the information. If an email address is unavailable, the patron may be asked to visit the library to obtain the requested information.

Reference Service

Reference service is available to provide patrons with information and resources to help answer their reference questions. When the library is unable to locate materials to answer the patron's question, the patron may be referred to an organization with subject-specific expertise.

Library staff will not interpret the information nor will they provide legal, medical, financial, or tax advice. Instead, library staff will advise the patron to contact a professional from the appropriate field for additional information or advice. Library staff will not make recommendations for legal, medical, financial, or tax professionals.

Privacy

The library has adopted the American Library Association's Bill of Rights as policy, and as such, reference transactions are not discussed outside of a professional context.

Interlibrary Loan Service

Cary Area Public Library cardholders are able to request items not owned by CAPL or by other CCS libraries through Interlibrary Loan Service. Requests can be made in person at the library or online through a form on our website. Patrons are limited to 10 active Interlibrary Loan holds at any time. Should a patron who has 10 active ILL holds submit a request for more items, the requests will be processed once the current ILL holds fall below 10. The library caps the number of repeat Interlibrary Loan requests for an item previously borrowed to one per item per year. Therefore, if a patron had borrowed Title 1 in January and again in June, a request for Title 1 submitted in September of the same year would be denied.

The Cary Area Public Library will not attempt to borrow items from libraries that charge ten dollars or more for the loan. Costs associated with borrowing the item will be passed along to the patron with the exception of postage. Should the patron return the item in poor condition, or fail to return the item, the bill from the owning library will be posted to the patron's account. The patron's account will be blocked from use until the bill is paid.

Tutoring

The library does not provide tutoring service. Patrons seeking tutors should contact their school for suggestions.

Proctoring Service

Proctoring services are available Monday through Friday, from 9:30 am until 5 pm, for students age 16 or older. We do not proctor exams for professional licenses (realtors, home inspectors, technicians, etc.).

Appointments for proctoring services must be made at least one week in advance of the desired testing date. Appointments are scheduled based on the availability of staff.

The library cannot accommodate tests that exceed three hours.

On the day of the test, the student must arrive on time and provide a valid government issued photo ID to the proctor prior to beginning the test. Appointments are scheduled based on the time allotted for the exam by the school/organization and cannot be extended.

Cell phones are not allowed during the exam. The library cannot take responsibility for items belonging to the student.

The library is not responsible for online exam access being limited by the library's internet access. The library is unable to install any software or disable any features of our network to accommodate a test.

The student is responsible for having contact information for their school/institution in the event of technical problems.

If the student will need to listen to any part of the test, they must supply their own headphones or earbuds. If the student does not have headphones or earbuds with them at the time of the test, earbuds can be purchased from the library for a minimal cost.

Proctoring Fees:

- The student is responsible for any cost associated with the test including printing, faxing, or postage.
- This service is free for Cary Area Public Library cardholders. For all others, there is a cost of \$10.00 per session not to exceed three hours.
- Payment is required prior to beginning the test.

Passport Service

The Cary Area Public Library District is a Passport Acceptance Facility and follows all rules and requirements set forth by the Department of State in regards to executing passport applications. All costs associated with passport applications are set by the Department of State, including the acceptance facility fee, therefore Library staff are not authorized to waive fees set by the Department of State.

Appointments for passport services are required and can be made by contacting the Service Center. Passport acceptance hours are posted on the Library's website.

Computer Use

The Library reserves the right to limit, refuse, and/or ban any user from using the library equipment and computers.

The Library has an automated system for reserving time on the computers and for printing from the computers. The system allows patrons to reserve and log on to the Library's computers. The system automatically shuts down at the end of a patron's session. It is the patron's responsibility to save their work prior to the end of their session.

Copyright laws forbid duplication of copyrighted materials. The Library prohibits the use of personal software on library computers.

There is a charge for each storage device purchased from the Library, and a charge per page of printing from a library computer.

While library staff members are available for guidance and assistance, they are unable to provide in-depth instruction.

Internet Access

The Internet provides access to a wide variety of information, some of which may be erroneous, out-of-date, illegal, or deemed offensive, controversial, or sexually explicit.

Internet users must exercise their responsibility as discriminating information consumers by constantly questioning the validity and appropriateness of the information they find. As with other types of library materials, it is the parent's or guardian's responsibility to decide which Internet information is appropriate for their children.

The Library has no obligation to monitor the information presented on the Internet; however, those using the Internet agree that the Library has the right to monitor Internet use from time to time and to disclose any information necessary to satisfy any law, regulation, other governmental request, or operational necessity.

Users should have no expectation of privacy while on the Internet. The Library reserves the right to refuse to post or to remove any information or materials, in whole or in part, that, in its sole discretion, are unacceptable or in violation of its policies.

By accessing the Internet through the Library, users agree that the Library will not be responsible for any indirect, consequential, special, or punitive damages or losses that may arise in connection with their use of the Internet.

Use of the Internet through the Library shall be governed and construed exclusively according to the laws and regulations of the State of Illinois.

By using the Internet through the Library, users agree not to use the Internet for any illegal activity or to post or transmit any unlawful, threatening, abusive information including, without limitation, any transmission constituting or encouraging conduct that would constitute a criminal offense or give rise to civil liability. Users agree not to access obscene websites. Users also agree not to violate copyright laws or to post or transmit any information or software that contains a virus, malware or other harmful component. Users agree not to tamper with the library's computer systems or software.

Failure to comply with these policies may result in suspension of computer privileges at the Library. If the person violating the library policy is under age 18, a parent will be called to come to the library for the child. A staff member will fill out an incident report and submit it to the Executive Director.

The Library utilizes commercial filtering software on its Internet workstations. The software is configured to block sites that contain pornography and graphic sexual images. No filter is 100% effective and the library assumes no liability. Parents or legal guardians, not library employees, are solely responsible for deciding which Internet resources are appropriate for their children.

Patron Social Media Policy

The Library encourages participation on all its social media platforms; however, we ask that users keep postings and comments appropriate for all audiences.

The Library reserves the right to remove any content that is deemed, in its sole view, to be inappropriate. That includes posts that contain:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Private or personal information, including phone numbers and addresses, or requests for personal information
- Potentially libelous statements
- Plagiarized material
- Commercial, political, or religious messages unrelated to the Library or its social media postings
- Solicitation of funds

The Library also reserves the right to ban or block users who violate this policy. The Library is not responsible for the content posted by others on its social media platforms. User content is the opinion of the specific author and does not necessarily represent the opinions of the Library.

Fax Guidelines

Patrons wishing to use a fax machine may take their materials to the Tech Desk. Staff will assist with faxing the materials for the patrons at the cost posted.

Copy/Fax Fees

Patrons requesting information be printed or copied will be charged the library's fee for these services. Staff may waive up to \$1.00 in printing or copying fees when providing reference service. The Library does not mail information located during a reference transaction. Library staff may make an exception for registered cardholders who participate in the library's homebound delivery program.

LIBRARY CARDS

A borrower must present a valid library card to checkout library materials and to participate in some library programs and services. The library will accept a virtual library card or a photo ID.

Library cards are intended to be used by the person to whom they are issued. Library privileges may be withdrawn if the patron lends their library card to another person.

The Cary Area Public Library District issues cards with various limitations based on the residence of the borrower. Library card applications may be filled out online. Final processing for library card registration is in person.

Business Card

See Non-Resident, Taxpayer Cards.

Lost Cards

Lost cards must be reported immediately. Date of loss will be listed as the day the card is reported missing. The patron to whom the card is registered is held responsible for all materials charged to that number, until it is reported lost.

There is a charge to replace lost cards that have not expired.

Non-Resident, Fee cards

Non-resident fee cards are issued for one year from date of purchase.

Non-resident fee cards require yearly registration, proof of address and payment of an annual fee. Non-resident owners shall be charged at the current tax rate for resident owners. The current tax bill for the address or the permanent parcel index number (PIN) of the property must be presented or a staff member can look up the information? Non-resident fees are based on the current taxable value multiplied by the current library tax rate.

Non-Resident, Taxpayer Cards

According to 75 ILCS 16/30-55.60, a nonresident who, as an individual or as a partner, principal stockholder, or other joint owner, owns taxable property or is a senior administrative officer of a firm, business, or other corporation owning taxable property within the district, may get a library card.

The taxpayer must present a copy of the most recent tax bill upon that taxable property. A business owner must present a letter, on business letterhead, requesting a card.

The privileges and use of the library are extended to only one such nonresident for each parcel of taxable property. Cards are issued for one year from date of application.

Resident

Each applicant must complete a registration form and furnish two (2) proofs of identification with their name and current address. At least one of the proofs of identification should include a photograph. A parent or legal guardian must have their own library card to apply for a library card for their child under the age of 18, or be applying for their library card at the same time they apply for their minor child's library card. A parent or legal guardian must apply for the minor's library card in person at the Service Center and present their identification as outlined above.

To apply for a library card, a patron must show:

Driver's license with current address and 1 piece of mail with current address

OR

2 pieces of mail with current address and a photo ID (examples include a driver's license, state ID, school ID)

Acceptable Printed Documents (these documents should list the name of the adult patron applying for a library card for themselves and/or their minor children):

- Mortgage or lease agreement
- Voter ID
- Utility bills (gas, electric, water)
- New Resident postcard (sent via USPS to new residents by the Library)
- Letter on CAPL letterhead from the Public Services Manager or Assistant Director
- Bank statements
- Car registration
- Work paystub

Electronic Documents (can show you on their phone or other device):

- Downloaded bank statement (quick view typically doesn't have the address on it, but it will if the statement is downloaded)
- Utility bills (gas, electric, water)
- Downloaded work paystub

Note: An Illinois driver's license is not considered "proof of current address," because the Illinois Secretary of State's Office does not require Illinois residents to obtain a new driver's license due to a change of address. (Illinois residents are only legally required to register a change of address online.) As a result, the address on an Illinois driver's license is not a reliable "proof of current address." Also, handwritten letters and Post Office Boxes are NOT acceptable.

Cards for Kids

Upon the annual determination by the Board to issue non-resident cards for the ensuing 12 months, the non-resident fee shall not be charged to students whose principal residence is not within a public library service area and whose household income makes them eligible to receive free or reduced-price meals under the National School Lunch Program and the National School Breakfast Program, as determined by Income Eligibility Guidelines established by the U.S. Department of Agriculture (USDA).

If a student (pre-k through high school), including homeschooled students, resides in a nearby area not served by the Cary Area Public Library District and they are eligible for free and reduced lunch at school, they are eligible for a free library card while they are in school.

To obtain a card under this program, a parent or guardian needs to visit the Library to register their child for a free library card and attest that their child qualifies for this program. To qualify for the Cards for Kids program, the parent or guardian must bring a letter of free and reduced lunch eligibility received from the Illinois State Board of Education (ISBE) as Illinois State Law requires this information to determine eligibility. The library card cannot be issued without this information.

Parents and guardians must bring their identification with correct address. They will also need to complete an attestation form to receive a Cards For Kids library card.

LOAN PERIODS AND RESTRICTIONS

The loan period and restrictions vary by material type.

Materials that are renewable may be renewed according to the chart on the library's website, unless the item is reserved for another patron. There are no reserves for Hot Picks; they are first come, first served.

The library reserves the right to limit the number of items borrowed at one time.

Reference materials may not be checked out or removed from the library in any manner.

The library is not responsible for damages that may occur to equipment in the use of audio-visual materials. Also, the library is not responsible for content alterations produced by vandalism or theft.

The loan periods and restrictions may be subject to change without formal amendment of the policy manual.

FEES FOR MATERIALS

Individual fees totaling \$10.00 or more may result in suspension of borrowing privileges for the individual.

Notices are sent as a special service when materials are not returned.

When the Library is closed, materials may be returned in the outside book drop. Fees may then be paid the next time the patron is in the Library.

Items lost or damaged beyond repair, will be billed at the current replacement price, plus a \$5.00 processing fee.

Refunds will be given for lost and paid materials up to two months from the date they were paid, minus the \$5.00 processing fee.

Fees may be charged for Inter-Library Loan materials if costs are incurred by the Library.

There will be an additional fee billed to any accounts sent to the collection agency.

PERSONAL PROPERTY

The Library is not responsible for personal property of employees or patrons in any circumstance.

PHOTO RELEASE

Library staff may create visual media involving participants, individually or in groups, attending library programs and activities. This media may appear in future library publications or in other library publicity. Attendees consent to having their photograph used for this purpose. If a patron does not wish for their child or self to be photographed, they should alert library staff.

UNATTENDED AND/OR DISRUPTIVE CHILDREN

Disruptive Children

See Denial of Service

Unattended Children

The library strives to be a pleasant place for all children to visit with a staff committed to helping children with activities related to the library. The library is a busy public facility, and library staff members do not function in loco parentis (i.e., in the position or place of a parent) or as substitute caregivers. Staff cannot assume responsibility for the supervision or safety of children who use the library; this responsibility must be borne by the child's parent, guardian, or designated caregiver.

All visitors are subject to the rules of behavior found in our Patron Code of Conduct (**see also Denial of Service**). Parents, guardians, and caregivers are responsible for the behavior and safety of those needing care in the library, whether supervised or unsupervised. Because individuals develop at different rates, there is no universal age at which all visitors are ready to cope with the variety of circumstances they may face alone in a public space. Library staff members are not permitted to assume responsibility for the safety, care or supervision of library visitors of any age.

Unsupervised children and other patrons needing care must be able to tell staff their full name; parent, guardian or caregiver's name; and parent, guardian, or caregiver's phone number upon request. If a guardian cannot be reached, the police will be notified. Violations of the Patron Code of Conduct or any other policy of the Cary Area Public Library may lead to the loss of some or all library privileges of the parent, guardian, or caregiver and those in their care.

If a parent, guardian or caregiver of a child or person needing care cannot be located when the Library is closing, two Library staff members will wait with the child person. Police may be notified if a parent or guardian cannot be located or contacted.

CUSTOMER SERVICE

District residents may submit their comments, criticisms, and/or concerns with the Executive Director and the Board by using several methods, including:

1. Voice mail
2. E-mail
3. Written and placed in the box at the Service Center

The Executive Director or the Board President will respond to the communication within 15 business days, if a response is requested. If further discussion by the entire Board is necessary, a response will be sent indicating that the issue will be discussed at the next board meeting. If more information is needed, the resident will be contacted for details.

Our goal is to be professional, efficient, courteous and responsive to the residents of the Cary Area Public Library District.

FRIENDS OF THE LIBRARY

The Board believes the Friends of the Cary Area Library (FOCAL), a registered 501(c)(3) non-profit organization, is a worthwhile community endeavor of benefit to the Library. FOCAL is organized exclusively for the educational purposes of the Library, including, for such purposes, the making of distributions to the Library. The Library will consider FOCAL a subsidiary of the Library for use of library spaces. The Library will set aside space for FOCAL to store materials for their book sales until such time that the space is needed by the Library.

The Board understands that FOCAL:

1. Is an organization independent of the Library;
2. has its own board, goals and purposes;
3. has no authority to act on behalf of the Library; and
4. is an organization comprised solely of volunteers distinct and separate from Library staff.

FOCAL's funds and Library funds shall not be commingled or integrated except that donations to the Library from FOCAL may be accepted by the Library whereupon such donations shall become solely the funds of the Library. Donations to the Library may be restricted or limited as to the purpose and such gifts shall be kept as separate "funds" for Library audit and bookkeeping purposes.

The Board will cooperate with FOCAL on all FOCAL activities which are consistent with the Library's goals, interests and mission. The Executive Director of the Library shall be the liaison between FOCAL and the Board to keep communications open. Library staff may perform duties or functions on behalf of FOCAL when authorized by the Board or the Executive Director.