

**GARFIELD COUNTY
PUBLIC LIBRARY DISTRICT**



**GARFIELD COUNTY
LIBRARIES**

TECHNOLOGY PLAN

2012-2014

2012-2014 Technology Plan
Internet Use Policy
Confidentiality and USA PATRIOT Act Policy
Laptop Loan Policy

Approved by the Board of Trustees February 2, 2012
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Garfield County Public Library District Technology Plan

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PURPOSE

This Technology Plan is based on the Library District's vision and mission statements. Our vision and mission are a reflection of the Strategic Plan and the service priorities that have been developed by the Library District. This plan is also based on the existing technology, future technological trends and observations, emerging research about learning with technology, and the library's goals and objectives spanning 2012 to 2014. This plan is written to cover a period of three years and is revised regularly to reflect new technologies, facility changes, fiscal changes, and other opportunities. At a minimum, this plan is reviewed on an annual basis.

In a local election held November 2006, the Garfield County Public Library System won its right to become a district, fully funded with its current 0.25 cent sales tax and a one mill levy of property tax. In December 2011, the Library Board began writing a new Strategic Plan and Service Priorities for the Library District for the years 2012 to 2014. The following Technology Plan is a reflection of the draft Strategic Plan and will accommodate the structural changes such as remodels, additions, and new buildings as they are completed.

MISSION AND VISION

Mission: The Garfield County Public Library District creates, promotes, and provides an environment of literacy, education, information, and entertainment for everyone in our communities.

Vision: The Garfield County Public Library District is the community hub that strengthens individuals, families, and neighborhoods by connecting them to people and to relevant information, collections, programs, and resources.

Library Technology Summary: This document serves as the guide for the exploration, assessment, purchase, planning and implementation of new technologies at Garfield County Public Library District as they arise. A Technology Planning Committee will be established to provide oversight for the activities listed herein. The intent of the Technology Plan is to provide an outline for these activities so that annual schedules and benchmarks can be set. Technology Planning is a key element of the successful implementation of new technologies as well as the stewardship of existing technologies and seeks to ensure that investments are both wise and prudent. Garfield County Public Library District intends to maintain its focus on providing exceptional customer service through appropriate and up-to-date technologies that are well planned and implemented. We consider staff involvement in each decision to be critical to the success of new technologies and we will both support and celebrate our successes as they are achieved.

The Library District's Technology Planning Team should represent a cross-section of library staff, including the Executive Director, a fiscal officer, the Digital Services Librarian, a front-line staff member, and members of the Circulation Coordinator Committee. In addition to staff members, the team should include a member of the District's Board of Trustees and a member of the Marmot Library Network

support staff. The team may choose to include an established and involved volunteer, if applicable. The team should represent a variety of viewpoints and levels of expertise, including experts and novices, skeptics, and a team leader who can keep the group on task and facilitate effectively.

GOALS AND OBJECTIVES

Service priorities outlined in the Garfield County Public Library District's Strategic Plan for 2008-2011 required the Library District to improve and expand its technology resources. As we have designed and built new libraries, we have included expanded technology services and resources for both patrons and staff. New or renovated library buildings will be open by late 2013 in all six of the communities we serve.

The goals of technology planning are to:

1. Assess the status of the existing technology plan;
2. Analyze actual use of resources and determine which are worth keeping;
3. Project future needs for both replacement and new technologies;
4. Set benchmarks for acceptable use levels;
5. Plan facilities to be as technologically flexible as possible;
6. Determine the appropriate percent of technology costs versus other needs, such as materials, staff, and overhead;
7. Update policies and procedures as needed and test assumptions against policies;
8. Provide adequate training needed to implement new technologies and celebrate successes;
9. Develop and implement security guidelines for staff; and
10. Keep the District's Board of Trustees informed of changes, challenges, and advancements.

This plan sets forth the following objectives:

1. Maintain relevant technologies to meet patron and staff needs.
2. Develop and support new technologies as they become necessary to support the District's strategic objectives.
3. Evaluate all purchases to ensure that the return on investment of tax dollars is both practical and forward-thinking.
4. Ensure that staff is involved in all decisions, that training and support come before implementation, and that institutional knowledge is shared.

5. Provide up-to-date and adequate access to databases, the World Wide Web, downloadable materials, and other e-resources.
6. Pay attention to trends and developments and plan the budget to react to opportunities.
7. Set a schedule to evaluate and assess all resources annually and examine return on investment on existing technologies, especially those impacting capital projects.
8. Ensure that investments are thoroughly realized and protected through timely maintenance and training.
9. Eliminate wasteful or underutilized resources.
10. Market and celebrate new technologies to ensure their successful implementation and use.

EVALUATION

Progress toward goals will be reviewed on a scheduled basis:

- The Technology Plan will be reviewed and revised annually during the budgeting process and will be presented to the Board of Trustees.
- The Library District will monitor website usage statistics as available by service provider.
- The Library District will monitor usage statistics for databases and web-based programs on a monthly basis.
- The Library District will administer satisfaction surveys annually to all patrons to determine the progress and success of the Technology Plan.

In addition to usage statistics, technology assessment should include mechanisms for on-going public and staff feedback. The District must also ensure that staff members feel capable of using new technologies, as well as capable of training patrons and new staff members, and provide adequate training as needed. The Technology Planning Team should work with the District's Public Relations Coordinator to develop a marketing plan to highlight technologies that are underutilized and promote new technologies.

OUTCOME MEASURES

- The Library District will see a 5 percent increase per year in overall database usage.
- The Library District will realize a 10 percent increase in website access annually.
- The Library District will ensure an 80 percent approval rating by adult patrons when surveyed about the quality of technology within the branch.

PROFESSIONAL DEVELOPMENT PLAN

Staff training is an imperative element of successfully implementing and providing technology resources and services to patrons. The District will utilize key trainers to develop and maintain training materials and to plan and implement technology training sessions for fellow staff members.

Staff will be trained to use new technologies in these ways:

- Each employee will receive a list of technology core competencies required for his or her position upon employment.
- Each employee will have access to tutorials, articles, and other materials for the technological skills required by their position. All new employees will receive one-on-one training on needed technological skills.
- Biannual in-service days will include technology updates and training.
- We will continually publish technology updates and training materials on the staff wiki as they become available.
- Staff members are encouraged to access online training at the employer's expense.
- Staff members are encouraged to enroll in classes to advance their technology skills. Tuition and travel expenses may be reimbursed by the employer if the employee receives a passing grade.
- Staff members may attend technology-related conferences at the employer's discretion and expense.
- Technology training will be held as needed at each branch during closed hours.
- The Library District's Professional Collection will contain books and materials for technologies used by the library and will be updated regularly.

CURRENT LIBRARY SERVICES AND RESOURCES

Computer & Internet Access for the Public

- Public Access Computers are free to the public, available in each branch and with Microsoft Office 2007 available at all stations.
- Free wireless access to the Internet at each of the six branches, available at all times.
- Laptops with wireless access are available for in-house use at each branch.
- All library computers with access to the Internet are filtered for content to comply with Federal Legislation, specifically the Children’s Internet Protection Act (CIPA).
- Multimedia products for children are available at each branch.
- All public computers and most staff computers are supported by the Marmot Library Network, a consortium of public, school, and academic libraries. In addition to computer support, Marmot maintains the library’s catalog and integrated library system.

Website Features:

- Library cardholders can access subscription databases and downloadable materials (eBooks, audio books, music, and videos) from our website at www.gcpld.org.
- Website visitors without a library card can access the Library District’s catalog and select databases, in addition to other information about the library, including:
 - A calendar of upcoming programs and events;
 - Announcements and Featured News items;
 - Reviews and suggested titles;
 - An online application for a Garfield County Libraries borrower card; and
 - Guidance and instructions on topics ranging from connecting to the library’s free wi-fi to requesting a book.
- Portions of the site are tailored to specific audiences, including children, teenagers, and Spanish speakers.

Catalog Features:

- The Library District provides an online catalog which is accessible from the district's website, with the district's smart phone app, or directly at garfield.opac.marmot.org.
- Library cardholders may review their account details, pay fines, and place holds on materials for pickup at any Garfield County Public Library District branch library.
- In addition to the complete holdings of the Garfield County Public Library District, catalog users may access the Marmot union catalog, containing over 2 million items, and the Prospector union catalog, containing 30 million items. Garfield County Libraries patrons may place holds on items from those catalogs for pickup at any of the District's branch library.

Resources for Staff:

- All permanent library employees have Library District email accounts.
- Electronic collection development tools are available for staff to help streamline acquisitions.
- Library staff computers are networked, providing effective and efficient access to a variety of local and remote resources.
- All forms, policies and procedures, and general library information are accessible on the Library District's shared drive.
- Library staff computers support individuals' working needs by providing appropriate software and hardware in adequate amounts for staffing levels.
- The Library District's accounting data is backed up daily and all data saved on the Library District's shared drive is backed up weekly on our server and saved onto tapes which are stored off-site.
- The Library District's wiki is a collaborative website that enables every staff member who accesses it to easily contribute or gather information pertaining to the Library District, as well as communicate with other staff members.

Additional Services:

- Color printing, copying, scanning, and faxing are available to both customers and staff. Copiers were upgraded in 2010 to a newer model.
- To facilitate the transfer or saving of data, USB flash drives are available for circulation or for purchase.
- Technology training, including structured group classes with outside instructors and one-on-one help and instruction with staff members, is available at all six branches.
- District staff members are available to proctor tests.
- The District's free smart phone app enables users to locate and contact branch libraries, access the catalog and card account information, check a staff directory and event listings, and view the District's presence on social media networks.
- Radio frequency identification (RFID) technology permits patrons to use self-check stations at all branches. Select locations also feature automated disc dispensers. The RFID-powered automated return system at the Rifle Branch checks in materials as they pass through the book return, freeing staff to spend more time assisting patrons.
- The District owns four Wii consoles which are used for youth and teen programming. The District also carries Wii games in the circulating collection and continues to add new titles.
- Patrons and staff have access to AskColorado, a virtual reference service, through the District's website. AskColorado is a statewide cooperative provider of reference services via real-time chat, staffed by professional librarians including District staff members.

NEEDS ASSESSMENT

Consideration of new technologies will include:

- Patron and/or staff need and demand for the resource or service;
- Budget concerns, including annual costs as well as long-range financial impact;
- Assessment of the District's ability to implement, maintain, and market the technology and train staff and patrons on its use; and
- Determination of methods to analyze and evaluate the technology.

Internet Access: We currently have DSL and wireless in all branches for both staff and public access computing. We would like to expand bandwidth as necessary and increase the reliability of our wireless services. We will continue to work with our internet service providers to ensure we are getting the fastest Internet connection in all of our locations.

Online Databases: We have increased the number of databases we offer patrons to 38 and plan to continue expanding our database collection to cover all areas. We will carefully monitor database usage and assess relevance and usefulness to collection.

Website Content: Our website has many new informative, useful features, including news announcements and an up-to-date events calendar. From our website, patrons can browse the entire Marmot collection and place holds on items, download audiobooks, access our databases, and review their account information. We plan to expand our website features even further to make it more interactive and better address patron demand.

Computer Availability: We have 49 staff computers, 70 public computers, and 20 laptops for patron use; those counts will increase as new buildings open with additional computers. Self-checkout kiosks decrease the time patrons must wait in checkout lines and increase the amount of time available to staff members to help patrons find materials or information. Staff computers will be added as needed.

Primary Network Applications: We added the Acquisitions and Serials Modules to our Millennium library automation system in 2009 and have a Millennium expert on staff. We are working to expand staff use of all software through training and online classes. We have updated all of our staff computers to include Microsoft Office 2007 and new computers will use the Windows 7 operating system.

Downloadable Materials: As public use of eBook readers and other compatible devices increases, the District recognizes the need to increase availability of eBooks and other downloadable materials. The District is represented on the Marmot consortium's eBook Task Force, which is examining options to increase member libraries' downloadable collections and improve access for patrons.

BUDGET

The Library District will support its technology goals and acquire its equipment and services through these specific means and budget sources:

- Operating budget from the quarter cent sales tax will be used for most purchases.
- E-rate will be utilized for wiring, telephones, and Internet access services.
- Larger projects, such as RFID, may be funded through grants or capital funds.

The annual technology budget will address the following costs:

- Membership in the Marmot Library Network, which includes:
 - Marmot-provided computers, both new and replacement for patrons and staff;
 - Integrated library system licensing, upgrades, add-ons, and support;
 - Workstation IT support;
 - Membership in the Prospector alliance;
 - Increased courier costs due to patron access to Marmot and Prospector union catalogs (courier service is purchased through the Colorado Library Consortium); and
 - Print management and PC Reservation software.
- Annual costs for RFID support, including:
 - New installations as buildings are built or remodeled;
 - Licensing;
 - Technical support; and
 - On-going implementation costs.
- Other leased or annualized equipment or services, including:
 - Copiers (combination copier/printer/scanner/facsimile);
 - Telephones;
 - Credit card machines;
 - Routers and other networking hardware;
 - Website domain registration, hosting, and support;
 - Database subscriptions;
 - Account fees for the Apple App Store, which provides the District's smart phone app to Apple product users;

- Software; and
- Membership fees for AskColorado and OCLC.

TECHNOLOGY BUDGET

DESCRIPTION OF TECHNOLOGY	2012	2013	2014	GOALS
INTEGRATED LIBRARY SYSTEM				
Software, IT Support, Prospector, etc. (provided by Marmot Library Consortium)	\$ 194,360.00	\$ 240,000.00	\$ 247,200.00	Ongoing support of computers and ILS
WEB SITE				
Support, licenses, etc	\$ 10,000.00	\$ 10,000.00	\$ 10,000.00	Keep up to date with website and new technologies
Downloadable Materials	\$ 25,000.00	\$ 25,000.00	\$ 25,000.00	Start purchasing downloadable materials to lend
HARDWARE				
Replacement Computers for staff	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	Keeping computer up to date
Replacement Computers for Public Access	\$ 25,000.00		\$ 25,000.00	Keeping computer up to date
Gaming systems	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00	New programs/updated systems
Credit card machines	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00	Credit cards for ease of payments from patrons
NEW/REMODELED BUILDINGS				
Additional staff computers	\$ 15,000.00	\$ 15,000.00		Additional staff as construction completes
Additional public access computers	\$ 30,000.00	\$ 30,000.00		More public access computers as new space allows
RFID support and supplies	\$ 10,000.00	\$ 10,000.00		Opening day collection processing and tags

SOFTWARE (DATABASES)				
TumbleBooks	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	Databases: We are committed to offering the best databases we can afford for our patrons. We will monitor usage to determine what is most cost-effective
Opposing Viewpoints	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	
Legal Forms	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	
EBSCO Host	\$ 12,000.00	\$ 12,000.00	\$ 12,000.00	
Heritage Quest	\$ 700.00	\$ 700.00	\$ 700.00	
Ancestry	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	
Learning Express	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	
Chilton's	\$ 1,800.00	\$ 1,800.00	\$ 1,800.00	
World Book	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00	
Mango Language Learning	\$ 3,000.00	\$ 3,000.00	\$ 3,000.00	
Global Road Warrior	\$ 1,000.00	\$ 1,000.00	\$ 1,000.00	
Additional software for new staff computers	\$ 2,500.00	\$ 2,500.00	\$ 2,500.00	Software for new staff computers
OTHER				
Computer furniture for new buildings	\$ 30,000.00	\$ 30,000.00		
Training	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00	Continue focusing time and money on staff training
LEASES				
Telephone system	\$ 13,700.00	\$ 16,000.00	\$ 16,000.00	Additional phone line in new/remodeled buildings
Color, networked copier/ scanner/printer/fax	\$ 25,000.00	\$ 25,000.00	\$ 25,000.00	Additional copiers in new/remodeled buildings
TOTAL	\$ 447,860.00	\$ 470,800.00	\$ 418,000.00	

GARFIELD COUNTY PUBLIC LIBRARY DISTRICT INTERNET USE POLICY

Public access to the Internet is available to all users of the Garfield County Public Library District (the Library) on selected computers and wireless throughout the Library system. The Library is making the Internet available to the public as an information, recreation and educational resource in support of our role as this community's information and lifelong learning center. The Library is guided by a commitment to access to information policies that provide appropriate protections to its users while recognizing the Library's longstanding commitment to the principles of free expression set forth in the United States Constitution.

The Library is in compliance with C.R.S. 24-90-601 et seq., of the Colorado Revised Statutes which requires installation of filtering software for the protection and safety of minors on all public access computers provided by the Library. C.R.S. Sec. 24-90-602 et seq., defines a minor as anyone under 18 years of age. Upon request, and without significant delay, an authorized library staff member will temporarily disable the filter for an adult or a supervised minor for bona fide research or other lawful purpose. However, temporary disabling of technology protection measures is not allowed in connection with library computers located in areas used primarily by minors.

The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. The Library makes no guarantees, either expressed or implied, with respect to the quality or content of the information available on the Internet. Not all the information available via the Internet is accurate, current or complete. Users are encouraged to be good information consumers by evaluating the validity of information accessed via the Internet.

Users are cautioned that ideas, points of view, and images can be found on the Internet which are controversial, divergent and inflammatory. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary which may be found on the Internet.

Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorized access and use and, therefore, should be considered public.

Child Safety on the Internet

The public library, unlike schools, does not serve in *loco parentis* (in place of a parent). Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. The responsibility for what minors read or view on the Internet rests with parents or guardians.

The following are recommended guidelines for parents and guardians to ensure that children have positive online experiences, whether at home or in the Library.

- Use the Internet as a family. Join your children in Internet exploration.
- Explore the wide range of available information and tell your children about sites you consider inappropriate for them.
- Encourage children to use sites recommended on the Library's homepage and counsel them to avoid sites you consider unsuitable.

- Provide guidelines for your children on the amount of time they spend online, just as for television viewing.
- Instruct children NEVER to give out personal information (name, address, password, telephone number, credit card number) online.
- Teach children to be good online consumers. As with print information, consider the source, date, and accuracy of online information.

As it does with other library resources, the Library will provide training, *as time allows*, on electronic resources. It will also make information available to help parents and guardians in their efforts to exercise their rights and responsibilities regarding their own children's use of electronic resources.

User Responsibilities

All users of the Internet are expected to use this library resource in a responsible and courteous way, consistent with the purposes for which it is provided, and to follow all Internet-related rules, regulations and procedures established for its use including, but not limited to, those of the Library. Responsible, courteous use of the Internet includes:

- Recognizing that the Internet, like all of the Library's information sources, must be shared and used in a manner which respects the rights of others and refrains from activities that prevent others from using it.
- The Library's computers are located in public areas shared by Library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this when accessing the Internet. Computer users may not display, send, or receive sexually explicit images. In addition, users may not display, send or receive materials which could be construed to constitute harassment of the Library's users or staff. Such material may include profanity and threatening, harassing or obscene material in text or graphic. (See US Code, Title 18, Part I, Chapter 110, Sec. 2252 and CRS 18-7-502).
- Using the Library's Internet resources for educational, informational and recreational purposes only.
- Refraining from using the Library's Internet resources to conduct a business or commercial enterprise, or engage in commercial activity such as the distribution of advertising.
- Obey all applicable laws regarding copyright or licensing. The U.S. Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of "fair use." Users may not copy or distribute electronic materials (including electronic mail, text images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility resulting from such use.
- Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking disallowed access to any computer system via the Internet.
- Refraining from damaging or altering the setup of the equipment used to access the Internet at the Library.
- Refraining from altering or damaging software or data residing in the Internet.
- Refraining from practices that interfere with fair and public use of the Internet and its users.

These practices include, but are not limited to, the following:

- Hacking (breaking into or out of any system)
- Spreading computer viruses

Actions that violate local, state or federal law will be prosecuted.

- The Library is not responsible for any loss or damage to user's data or media due to hardware, software, or electrical failure, breaches of security, theft, or any other occurrence while the user is utilizing the Library's equipment or Internet access.
- Users accessing the Internet through the Library's wireless technology are bound by the same provisions described in this policy.

Public Internet Computer Use Rules

The Library provides computer workstations with full Internet access in all its community libraries. Decisions on the number, placement, and type of computer workstations at each site are based on considerations of demand, staff capacity, available floor space, electrical/cable access, and budgetary constraints.

The following rules and procedures govern the use of Internet workstations:

- a) Your Library card is required to log onto an Internet workstation. If all computers are full, users must reserve a computer at the circulation desk. Advance reservations are not available at this time.
- b) Temporary guest passes are available at the circulation desk to users of any age who are unable to obtain a Library card. Library card holders in good standing may on occasion request the use of a guest pass if they do not have their library card present. Guest cards are not available to Library card holders whose accounts are not in good standing.
- c) Sessions are limited to 30 minutes unless no one is waiting. Time may be extended until a reservation is made by another user or until the two (2) hours per day limit is reached. Guest pass usage is limited to 30 minutes per day.
- d) Requests for additional time will be assessed by Library staff on a case-by-case basis.
- e) Patrons must use their own library card to use the public access computers at the library. Patrons may not use another patron's library card, nor may they loan out their library card for others to use.
Abuse of these rules may result in loss of Internet privileges.
- f) All computer users must accept the Library Internet policy before using the computer. Failure to accept the policy will result in loss of reservation.
- g) Shared use of workstations: No more than two persons may share the use of an Internet workstation at the same time. Study group accommodations may be made with staff.
- h) Marmot Library Catalogs (On-Line Catalog Workstations): Some workstations are designated for use of the Library catalog only. These workstations are not available for general Internet use.

Compliance with the Library Policy and Guidelines

In addition to this specified policy, general guidelines for the use of all public-access computers govern the use of the Internet in the Library. Violation of the policies and regulations that govern the use of the Library's Internet resources may result in suspension or loss of the privilege to use these resources. Illegal activity involving the Library's Internet resources will be subject to prosecution by the appropriate authorities.

The Library reserves the right to end any computer session at any time, for any reason.

The Library also reserves the right to deny any use of equipment for any reason or if Library policies and procedures are not followed.

The Library reserves the right to revise its Internet use policy at any time and without written notice.

Staff Assistance

Computing resources at the Library are self-serve. When time permits, staff will be available to answer specific questions about computer applications and Internet searching.

GARFIELD COUNTY PUBLIC LIBRARY DISTRICT

CONFIDENTIALITY OF LIBRARY RECORDS AND THE USA PATRIOT ACT POLICY

PURPOSE:

This policy is designed to serve three basic purposes:

1. To ensure free access to ideas and information.
2. To prevent invasion of privacy.
3. To provide access to an individual's library circulation records (to someone other than the individual) through proper legal process.

BACKGROUND:

The Board of Trustees of the Garfield County Public Library District affirms that the tax-supported public library, as a citadel of information and lifelong, independent learning, exists to provide access to information and ideas from all points of view. Improper release of circulation records would have a chilling effect on such access. Fear of public disclosure, particularly among those who read or view controversial or unorthodox materials, would result in deterring citizens from seeking information through their library.

The USA Patriot Act provides legal guidelines under which information must be shared with the requesting agency. This policy reflects those legal guidelines.

POLICY:

In accordance with Colorado law (24-90-119), the Garfield County Public Library District shall not disclose any record or other information that identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the Library. Library user records may be disclosed only in the following circumstances:

- When necessary for the reasonable operation of the library.
- Upon written consent of the user.
- Pursuant to subpoena, upon court order, or where otherwise required by law.
- To a custodial parent or legal guardian who has access to a minor's library card or its authorization number for the purpose of accessing by electronic means library records of the minor.

Any library official, employee, or volunteer who discloses information in violation of this section commits a class 2 petty offense and, upon conviction thereof, shall be punished by a fine of not more than three hundred dollars.

PROCEDURE:

1. Before approaching an employee, the law enforcement agency, including the FBI, must obtain a search warrant from a court that meets in secret to hear the agency's case.
2. Staff should always immediately ask for identification if they are approached by an officer.
3. Library staff should not respond to informal requests for confidential information. If the officer does not have a court order compelling the production of records, the officer should be informed of the library's confidentiality policy and the state's confidentiality law, and that users' records are not available except when a proper court order in good form has been presented to the library.
4. Unlike a subpoena, a search warrant is executable immediately. However, even in the case of a search warrant, the library can ask to have library counsel present before the search begins in order to allow counsel an opportunity to examine the search warrant and to assure that the search conforms to the terms of the search warrant.
5. A law enforcement officer, even the FBI, may approach staff during regular working hours. Any staff member approached and requested to give information on library records or what library materials a customer is using should refer the requestor to the Library Director, Deputy Director or the Librarian-in-Charge, without furnishing any further information.
6. The Library Director, Deputy Director or Librarian-in-Charge shall immediately contact the office of the Library District Attorney at 970-625-1887. Counsel will review the document's legal sufficiency. The law enforcement officer must be told of this procedure.
7. A law enforcement officer, even the FBI, may approach staff between 5 p.m. and 8 p.m. or on weekends. In this case, the following actions should be taken:
 - a. The officer should be referred to the Librarian-in-Charge.
 - b. Librarian-in-Charge should delegate alternate staff member to attempt to reach the Library Director or Deputy Director.
 - c. The Librarian-in-Charge should take the officer into an office and hear the request. A search warrant must be produced by the officer. The Librarian-in-Charge should ask the officer for identification and carefully read the search warrant to determine the parameters of the search.

- d. If no one of the Library management staff can be reached, then a call should be made to the District Attorney's office. If there is no one there to take a call, a voice mail message should be left for District Attorney.
 - e. After these calls have been made and if no further advice is forthcoming, the Librarian-in-Charge must comply with the warrant.
8. If the warrant lists a name which the officer wants the library staff person to search in the borrower database:
 - a. The Librarian-in-Charge should do the search personally, so as not to compromise confidential information that is not subject to the current search.
 - b. If the name appears in the borrower database, then the Librarian-in-Charge must make a screen print of the list of materials checked out to the card holder and hand it to the officer.
 - c. If there is no match for the name as it appears on the search warrant, **no further action** should be taken. The database should be closed and the interview ended.
9. If further questions are asked by the officer, the Librarian-in-Charge may answer from personal experience, but not from the database. Or the staff member may request the officer to return when legal counsel is available to sit in on the interview.
10. Any inquiry from the FBI or other law enforcement must be reported to the Library Director, Deputy Director and/or Branch Manager by phone or e-mail as quickly as possible and followed up with a written Incident Report form.
11. No information about the search may be given to anyone other than the Library Director, Deputy Director and/or Branch Manager and the District Attorney's staff. Remember that warrants under the USA Patriot Act contain gag orders. As a result, no information can be disclosed to any other party, including the customer whose records are the subject of the search warrant. (The gag order does not prevent consultation with legal counsel.)
12. Any inquiries from reporters or other media must be referred to Library Administration.

GARFIELD COUNTY PUBLIC LIBRARY DISTRICT LAPTOP LOAN POLICY

ELIGIBILITY: Laptop computers are available for loan to patrons in good standing. A library card must be presented at check out. Patrons must be 18 years of age to borrow a laptop.

LIABILITY: The user agrees to assume any and all liability for the cost of repair or replacement in the event of loss due to theft, damage, negligence, or misuse. The Library will not assume responsibility for lost files due to viruses, hardware failure, and network interruptions.

AVAILABILITY: Laptops are available for loan on a first-come, first-served basis at the Circulation Desk. Holds or advance bookings are not available.

USE: Laptops are loaned for in-library use only. Laptops are not to be taken from the library. Laptops should never be left unattended. Users must abide by the Internet Policy. The library reserves the right to restrict or terminate computer use privileges of any patron who is misusing or abusing library equipment or not acting in accordance to library policy.

LOAN PERIOD: The loan period for laptops is one (1) hour. Laptops are due 15 minutes prior to the Library closing. Laptops may be renewed one (1) time for a total use of two (2) hours per day.

RENEWALS: Renewals must be conducted in-person with the laptop in hand and depend on availability, and/or the absence of other users waiting to sign out this equipment.

FINES: An overdue fine of \$10 per hour with a maximum fine of \$100.

REPLACEMENT AND DAMAGE FINES: The user assumes full financial responsibility for a lost, stolen, or damaged laptop. A repair fee will be levied for damaged laptops based on the cost of the repairs plus a processing fee. Any laptop equipment malfunctions should be reported immediately to library staff. Replacement fees for the laptop computer, power cord and adapter, or carrying case will be charged at current cost.

RETURNS: Laptop computers must be returned in-person to staff at the Circulation Desk. Users will be required to wait while the computer is checked to ensure all equipment is intact. If the computer is locked to a table, user must notify library staff so the laptop can be returned.

USER FILES: Documents should be saved to your USB portable storage device (thumb drive) or CD. All user files will be deleted when the laptop is turned off. USB portable storage devices (thumb drives) are available at the service desk for check out. They are also available for purchase. Patrons may not save files to the laptop hard drive.

The library reserves the right to update and change this policy at any time without notice.