

## **Mobile Libraries**

### **3.1. Guidelines**

- A. The Mobile Libraries of the Oceanside Public Library are vehicles, also referred to as bookmobiles, which deliver Library services and materials to Oceanside residents in neighborhoods that are geographically distant from Library facilities or otherwise have limited access to Library services.
- B. All sites must provide safe access to customers on foot or by car. Adequate parking spaces for customers should be available, unless stop is determined to serve foot traffic primarily.
- C. Stops must be able to accommodate a vehicle of either 32 or 40 feet in length and 7.5 feet in width; and have a surface that is sufficiently flat and level, as determined by staff inspection or vehicle visit; with ease of entry, exit and turning from the street or the parking lot.
- D. Stops that remain open until 5 pm or later must be well lit during winter evenings.
- E. Nearby restrooms for public and staff are necessary.
- F. The Library has a comprehensive Customer Conduct Policy in place to provide a safe and welcoming environment. The Mobile Libraries adhere to the same standard of conduct as all other Library facilities.

### **3.2. Mobile Library special visit request**

At least two weeks prior to the event, contact the Community Outreach Coordinator via the Outreach Form on the Library's website or through the Library Administration at (760) 435-5560. The Library does not attend private events, and takes requests on a first-come, first-served basis. Only events that support the Library's Mission to engage, inform, connect and inspire will be considered.

### **3.3. New Mobile Library stop request**

- A. The current Mobile Library stops will be reviewed and evaluated once per year to determine if more, less, or different stops best meet the needs of the community.
- B. Members of the community may make suggestions for new stops by contacting the Community Outreach Coordinator via Library Administration at (760) 435-5560. If a stop is selected, persons making requests should anticipate at least three months of preparation time before service may begin, which includes Library Board of Trustees approval.

## 4. Community & Other Rooms

For details on how Library Rooms are managed, and what is available in them, please see the *Operating Procedures & Details* document. All Room procedures and Library Rules are enforceable by Library staff, under Rules of Conduct 2.2.2 and 2.2.25.

### 4.1. Community Rooms (Civic Center & Mission Branch Libraries, & John Landes Community Center)

The Community Rooms at the Civic Center and Mission Branch Libraries, and John Landes Community Center are reservable by City staff and the public, according to guidelines, and by advance reservation only. Public use is fee-based and may be reserved through Library staff at the Civic Center and Mission Branch Libraries, and Library or City staff at the John Landes Community Center.

- A. Community Rooms managed for the City of Oceanside by the Library Department are open for use by groups, organizations and businesses engaged in educational, cultural, intellectual, civic or charitable activities; and will be available on an equitable basis, regardless of the beliefs or affiliations of the individuals or groups requesting their use. Private parties not open to the public (e.g. wedding rehearsals or birthday celebrations) are not permitted.
- B. Use of the Community Rooms does not constitute Library or other City department endorsement of the program. All publicity is the responsibility of the applicant and must clearly identify the sponsoring organization. The Library is not a source of information concerning the event and no advertisement or announcement implying such will be permitted. The location of the Community Room may be publicized, but no City telephone number may be used in any publicity material. The name, address, or contact information of any City department may not be used as the official address or contact of any group using the Community Rooms.
- C. The Civic Center Library Community Room may not be used by any outside organization more than once per quarter (3 months) and the Mission Branch Library and John Landes Community Rooms may not be used more than once per month.
- D. Applications for use of the Community Rooms must be approved before use is authorized, and must be submitted at least 14 days prior to the date of the event; times requested must include user's access and clean-up times. Hourly fees and a non-refundable cleaning fee may be charged and are due at the time of application approval.
- E. Applications will be accepted on a first-come, first-served basis and the City retains priority for use of the rooms. Priority will also be given to organizations and groups headquartered in Oceanside, or whose membership is composed of Oceanside residents. In the event that the Library finds it necessary to cancel a scheduled meeting, every reasonable effort will be made to notify the applicant at least 72 hours in advance and/or reschedule for another time or location. The City may deny or cancel any application for due cause, and reserves the right to suspend usage by any group that does not abide by the stated policies.

- F. If an applicant fails to notify the Library of cancellation 72 hours prior to the scheduled event, all fees will be forfeited.
- G. The individual signing the application form must be at least 21 years of age; adult supervision is required for any group of minors. Applicant is responsible for managing orderly behavior of all attendees. Misconduct by participants or misrepresentation on the application may result in rejection of an organization's future applications. In any case of severe misconduct, City staff may immediately terminate the event and clear the premises.
- H. The applicant and their organization will be held responsible and assume liability for all fees and any damages beyond reasonable wear that may occur to the facility or equipment.
- I. The number of attendees at a Community Room event shall not exceed the room capacity posted by the Fire Marshal.
- J. There is no smoking in, or within 20 feet of the entrance or exit of any Community Room at any time. Alcoholic beverages may be served in the Civic Center Library Community Room only, provided the organization complies with all Alcoholic Beverage Control Board regulations.
- K. The hosting organization may invite attendees to make voluntary, charitable monetary contributions. However, the meeting must be open to the public, and individuals wishing to attend must be admitted, even if a contribution is not made. Organizations will be permitted to make sales as long as they are confined to the Community Rooms and other facility customers are not solicited. Groups selling alcohol at the Civic Center Library Community Room must comply with ABC regulations and licensing requirements.
- L. The applicant agrees to hold the City of Oceanside, and the Library Board of Trustees—including each and all of their respective officers, agents, or employees—at all times free and harmless from any and all claims, demands, or judgments that may arise out of, and in connection with, or be the result of, any injury, death or property damage sustained or suffered by any person while attending an event in an Oceanside Public Library Community Room; or while on the premises of said building and grounds; unless due solely to the negligent acts or omissions of the City of Oceanside, the Library Board of Trustees, or their officers, agents or employees.

## 4.2. Study Rooms (Civic Center & Mission Branch Libraries)

The Study Rooms at Civic Center and Mission Branch Libraries are open to individuals and small groups who need a place to work or study, or for Library programs.

- A. All Study Rooms are offered for walk-in use by the public and Library staff. Use is free.
- B. Study Rooms are reservable by the public. Library staff will explain reservation procedures to the public, in person or by phone.
- C. All Study Rooms are reservable by Oceanside READS tutors, who have special procedures and privileges in this regard, and may make reservations by phone or in person.
- D. Study Room use at both libraries is limited to two hours at a time by default. However, if no one is waiting to use a Study Room and there are no conflicting reservations, staff may extend the time limit. There are no limits on the number of walk-in uses. All usage is subject to judgment of staff that there are not conduct issues.
- E. All users at both libraries must check in and out of the Study Rooms at the Reference desks.
- F. Other details of Study Room management may be unique to each facility, and will be explained and enforced by Library staff.

## 4.3. Other Rooms at Civic Center Library

### A. Foundation Room

The Civic Center Library Foundation Room (“the Foundation Room”) on the second floor of Civic Center Library, is named after its benefactor, the Oceanside Public Library Foundation.

The Foundation Room is not available to other City departments or for non-Library public events, except as specified by the Director or their designee. It is used for: Library public classes, programs and events, as well as for staff functions such as department team meetings, training and projects.

### B. Helen M. Nelson Heritage Room

The Helen M. Nelson Heritage Room (“the Heritage Room”) of the Oceanside Public Library, on the second floor of Civic Center Library, is for community education and enrichment through programs and services conducted by the Library, and individual

research following Library guidelines, as well as preservation of materials. It includes unique, historic, rare and delicate books, artifacts, photographs, furnishings, files, and the like. The collection emphasis is local history, including Southern California and Oceanside, but special materials from many subject areas are also part of the collection. The Library requires the public's assistance in protecting and preserving these items, many irreplaceable.

1. The Heritage Room may be used, as directed by staff, for individual or group access related to the collections, Library educational/cultural activities, reference services, and special Library purposes.
2. The Heritage Room may not be used as a public study, meeting or multipurpose room, nor may it be booked for use by other City departments.
3. The Heritage Room is to be kept closed and locked at all times staff/volunteers are not present.

C. Oceanside Public Library Board of Trustees Room

The Oceanside Public Library Board of Trustees Room ("the Board Room") is at Civic Center Library, on the second floor, in Administration.

1. The Board Room is reservable by City and Library staff, according to City meeting room guidelines. The Room is not available for use by the public as a public study, meeting or multipurpose room, and is not preferred for Library-operated public programs due to its office area location.
2. The Board Room may be used by City and Library staff and volunteers for meetings, training and projects.
3. Library Administration staff will make reservations for the Board Room, as requested by Library or City staff in person, by phone or email, or through Outlook meeting request.

Revised 2/22/22

## 5. Operations

### 5.1. Public Announcements (PA)

- A. Library staff will make announcements over the Library Public Address system as needed for emergencies or other information, in accordance with the list of appropriate PA announcements posted near the PA system at Civic Center Library or at Mission Branch Reference Desks (where the phone is used to access the PA system).
- B. Library customers may be paged via the PA system when significantly necessary, with the approval of a supervisor.

### 5.2. Emergencies

- A. For any emergency, Library staff will refer to the Library Emergency Action Plan. The plan will be reviewed and updated annually, and forwarded to the City's Risk Management Department to ensure the Library is in compliance.
- B. There are Plans for the following locations. All plans are accessible on the Library network drive.
  - 1. Civic Center Library (copies at Adult, Circulation and Youth service points)
  - 2. Mission Branch Library (copies at Circulation and Branch Manager's office)
  - 3. Mobile Libraries (copies by drivers)
  - 4. Oceanside READS Learning Center (copy in office)
- C. All Staff in an outreach or other location, may receive them from whichever location they are able to contact.
- D. All Emergency Action Plans include:
  - 1. Emergency notifications list for all locations
  - 2. Closure authorization for Civic Center or Mission Branch
  - 3. General information for all locations
    - a. Emergencies
    - b. Cardiac emergencies/first aid
    - c. Bomb threats
  - 4. General information for Civic Center, Mission Branch and READS
    - a. Fire alarms
    - b. Evacuation guidelines
  - 5. Site Information
    - a. Evacuation procedures and maps
    - b. Building issue, missing child [Code Adam], and security procedures
    - c. Active shooter evacuation
- E. All general and site emergency information should be reviewed with site staff annually,
- F. There will be annual staff practice drills on fire alarms, evacuation and missing child (Code Adam) procedures.

## 5.2. Emergencies (continued)

### G. Emergency Notification List

1. An updated Emergency Notification List is kept in each copy of the Emergency Action Plan and saved on the network drive. The first number listed to call is always 911.
2. If the emergency occurs when the Library Director or the Library Division Managers are not in Administration, staff on duty must use the list to reach the Library Director or, next, a Library Division Manager, or next, a Principal Librarian, as soon as it is safe to do so.

### H. Library Closure Authorization

#### 1. LIBRARY DIRECTOR

For emergencies or situations that require authorization to close the Civic Center or Mission Branch Libraries, the Library Director should be the first person contacted, and should be the one to decide when to make the call to the following persons, who each also have the statutory authority to make closure decisions:

- a. Assistant City Manager, or, next, City Manager
- b. Library Board of Trustees President

2. In the event the Director cannot be reached, the Emergency Notification list would be used, as above, and a Library Division Manager or a Principal Librarian would make the City Manager and Board President calls.

### I. Cardiac Emergencies and First Aid

The Emergency Action Plan notes that Automatic External Defibrillators (AEDs) are available for anyone to use voluntarily, staff or public, in a cardiac arrest emergency. Otherwise, the plan notes all first aid and emergency treatment may be deferred to first responders via calling 911, and staff are not to supply medications or medical supplies to the public.

### **5.3. Confidentiality**

#### **A. Notice and Openness**

1. This policy explains Library customers' privacy and confidentiality rights, how the Library deals with personally identifiable information that may be collected from its customers, and the circumstances in which it may be shared.
2. The Library affirms that its customers have the right of "notice"—to be informed about the policies governing the amount and retention of personally identifiable information, and about why that information is necessary for the provision of Library services.
3. Information the Library may gather and retain about current and valid Library customers includes:
  - a. Customer Registration Information
  - b. Circulation Information
  - c. Electronic Access Information
  - d. Information Required to Provide Library Services

#### **B. Choice and Consent**

1. If a customer wishes to obtain borrowing privileges, the Library must receive certain information about the customer in order to provide them with a Library account. Such information includes name, address, birth date, and phone number.
2. Customers have the option of providing the Library with their e-mail address for specifically stated purposes, such as updates about Library events or notifying them about their Library account. A customer may request that the Library remove their e-mail address from their record or from the Library's mailing lists at any time.

#### **C. Release of Information**

1. The Library does not sell or lease customers' personal information to companies, other government agencies, or individuals.
2. Supplemental Library resources provided by third parties may request personal information from a customer as a prerequisite to providing service. In order to access these resources, each company will have their own privacy policy and terms of service to which the customer needs to explicitly agree. Examples of such services would include checking out digital materials, accessing databases, or signing up for Library-related mailing lists.
3. Contact information for these companies and links to the relevant privacy policies are provided on the Library's website.

#### **D. Enforcement and Redress**

1. Only the Library Director is authorized to receive or comply with requests from law enforcement officers; the Library confers with City legal counsel before determining

### **5.3. Confidentiality (continued)**

the proper response. The Library will not make Library customer records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form.

2. The Library has trained all staff and volunteers to refer any law enforcement inquiries to Library administrators. Library customers who have questions, concerns, or complaints about the Library's handling of their privacy and confidentiality rights should file written comments with the Library Director.

## **5.4. Cash Handling**

### **A. Purpose**

The purpose of this policy is to ensure the safe, accurate and timely handling of City cash in accordance with City Council Policy 200-10, Revenue Control and Management Policy; City Council Policy 200-12, Internal Control Policy; Revenue Control and Management, Administrative Directive 49; Internal Control Policy, Administrative Directive 50; and Imprest Accounts – Petty Cash and Cash Register Change Accounts, Administrative Directive 33. Oceanside Public Library Cash Handling Policy 5.4 ensures the Library's cash-handling practices are in compliance with Citywide policy.

### **B. Policy**

The City of Oceanside's central cashiering function is performed by the Financial Services Department. Other departmental divisions receive money for services and charges, and authorized employees share the stewardship of financial assets for the City of Oceanside across departmental divisions.

### **C. Cash Definition**

Cash is any form of money, including currency, coin, checks, credit and debit card transactions, other electronic payment media, and any other negotiable instrument payable to the City.

### **D. General Cash Controls**

1. The number of employees with access to cash funds shall be limited to the minimum necessary to perform operations.
2. Physical protection of funds through the use of bank facilities and locked cash boxes, safes or drawers shall be practiced at all times.
3. Cash on the premises will be held to an absolute minimum to ensure safety and maximize return on investments.
4. Any City employee handling cash shall be trained on the policies, directives, and procedures, and sign the form attached to their copies of the above, which will be placed in their Library personnel file.
5. Cash should not be left unattended at any time unless it is securely locked in a cash drawer or in a safe.
6. The Library Director, or designee, shall identify employees who are authorized to function as a Balancer or Verifier. Dual custody by two of those identified employees is required at all times for any movement of cash between locations or during reconciliations.

## 5.4. Cash Handling (continued)

### E. Procedure

#### 1. Cash Handling System

The cash handling system will start with a “float” of \$136.00 at the Civic Center and Mission Branch Libraries.

- a. Receipts from the cash handling system will be reconciled and deposited on a weekly basis.
- b. Two staff will be designated as the Balancer and Verifier each time the cash handling system is reconciled. The Balancer and the Verifier will balance the cash and ensure that the totals agree with the reports. Dual custody will be maintained during the reconciliation.
- c. Tombstones are to be emptied and reconciled to a report that lists the total amount of bills added to the machine weekly. The coins will be placed in a bank bag to be counted and delivered to the cashier’s office. Dual custody will be maintained during this process.
- d. Once the receipts are counted and reconciled, the Balancer will place the receipts in bank bags. The bags will then be placed in a locked drawer, or delivered in dual custody to the cashier’s office.
- e. The Balancer will prepare the transmittal with the account numbers, to post the receipts; and will email the transmittal to the Central Cashier’s office for posting. The Central Cashier’s office will enter the totals in Active for posting to the General Ledger.
- f. The Library Director or their designee will review the bi-weekly Cash Handling System Reconciliations Report, Deposit Transmittal, and all backup documentation.

#### 2. Locked Drawer or Safes

- a. The locked drawers or safes at Civic Center Library and Mission Branch Library will be located in areas with the most limited access by staff possible. Management will maintain a list of the staff authorized to open the locked drawers or safes.
- b. All balancing activities are to be conducted in a secure location before the Library opens to the public.

## **5.4. Cash Handling (continued)**

### **F. Operating Guidelines and Responsibilities**

1. Staff is prohibited from making change from a cash handling system.
2. Opening the cash handling system is restricted to the following circumstances:
  - a. Troubleshooting an issue.
  - b. Correcting the amount of change distributed to a customer.
3. Dual custody is required anytime the cash handling system is opened.
4. Cashing checks is prohibited pursuant to City Administrative Directive 49, Section II (D) 14.
5. Two-party checks (checks made payable to another party and endorsed to the City) cannot be accepted.
6. No checks drawn on foreign currency can be accepted.
7. On company checks, staff will review the necessity of multiple signatures or if the check states “not valid over \$\_\_\_\_.”
8. On money orders, staff will check for the words “not to exceed \$\_\_\_\_.”
9. Traveler’s checks or cashier checks will be handled like other checks.
10. Staff will not accept postdated or “stale” dated (over six months old) checks.
11. Staff will verify that a check is made out to the Oceanside Public Library, the written amount matches the numeric amount, and the check is signed.

## **5.5. Donations to the Library**

### **A. General**

1. The Library Board of Trustees may receive and use donations for the benefit of the Library under the operational discretion of the Library
2. Donations are accepted with the understanding that the Library may make whatever disposition is determined advisable by the Library Director or by Library staff responsible for sorting such donations.

### **B. Donations of Books and Other Library Materials**

1. Donations to the Library may be dropped off at the Customer Service Desks of the Civic Center and Mission Branch Libraries. Boxes of materials may be dropped off at the loading dock of the Civic Center Library on Civic Center Drive.
2. Donors should be informed that book donations are evaluated for date, condition, format and need. Donations that are not added to the collection will be given to the Friends of the Oceanside Public Library for sale, to benefit the Library.
3. The Library does not assign monetary value to donations. Any estimate for tax or other purposes must be made by the donor.
4. The Library will acknowledge receipt of the donations, should the donor wish. A "Donation Form" should be filled out by staff at the time of the donation. Blank forms are kept at each of the locations where donations are accepted.

### **C. Donations of Money**

1. Donations of money are welcome and general inquires may be referred to the Library Administration Office. Donations to the Friends of the Oceanside Public Library and the Oceanside Public Library Foundation are tax deductible. Online donations may be made on the website of the Friends and Foundation. Checks may be made payable to "Oceanside Public Library," to "Friends of the Oceanside Public Library," or to "Oceanside Public Library Foundation," whichever the donor would prefer. In order to ensure the donors are acknowledged properly and that the donors' wishes are met, these donations should be coordinated through the Library Administration Office. Any money collected at the Customer Service Desks is to be forwarded immediately to the Library Administration Office.
2. The Library Administration Office will accept donations in support of Arts and Culture in Oceanside. The Library Administration Office will also ensure that donors are acknowledged properly and that the donors' wishes are met. Checks may be made payable to the City of Oceanside. All other art related donations should be referred to the Arts Commission Staff Liaison.

## 5.5. Donations to the Library (continued)

### D. Memorial Donations

1. Donations may be made in honor or memory of a person, organization, pet or special occasion. These gifts are coordinated through the Library Administration Office using the "Oceanside Public Library Gift Book Program form."
2. For each monetary gift received, Oceanside Public Library staff will purchase books from suggested subject areas. An acknowledgement letter will be sent to those specified, and bookplates will be placed inside each book indicating that it is a gift in Memory, or in Honor, of the designated person or organization.
3. Other arrangements for acknowledgement may be made, such as a donation in support of access to an e-book or other electronic resource.

### E. Donations of Non-Book Items

1. Individuals who wish to donate non-book items (such as paintings, artifacts, photographs, etc.) should be referred to Library Administration. The Library may accept items of local historical interest. Some items may be accepted and given to the Friends of the Library for fund-raising.
2. Donations will only be accepted if there is no stipulation regarding the use or retention of the donations.
3. The Library is unable to accept donations of used electronic items, such as computers, peripherals, parts, or equipment.

## 5.6. Public Photography and Filming

- A. The following text will be displayed to the public when photography and recordings are particularly likely to be used in publicity and outreach:
1. The Library reserves the right to document its services and the public's use of the Library. Official representatives of the Library may take photographs, videorecordings, or use other recording devices within the Library, and at Library-related events and activities, for Library purposes. These photos and videos may be copied, displayed, published (including on the Library's website), and telecast for such purposes as promotion, publicity, and news, to inform the public about the Library. All such photography/filming will be in accordance with Library procedures. This policy extends to photographs and videorecordings by Library staff at Friends of the Oceanside Public Library events, and at Library booths and programs at public events in the community.
  2. By being present during these activities, you consent to use of your appearance or likeness by the Library, and its licensees, designees, or assignees, in all media, worldwide, in perpetuity.

## 5.7. Community Information

- A. Items posted on the bulletin board/posting space or placed on the community information shelves at Civic Center and Mission Branch Libraries provide information about local events, cultural and recreational activities, educational and employment information, and health and welfare assistance.
- B. The Library will post/place materials for its own events and programs, and those sponsored by the City, community colleges, schools, and non-profit organizations.
- C. Only events and activities open to the public will be posted/placed.
- D. Advertisements of business or individual profit-making enterprises, partisan political ads or flyers, and religious materials will not be posted/placed.
- E. The Library reserves the right to evaluate items and determine whether or not to post/place them. In the case of questionable items, the decision of the Library Director (or designee) will be final.

## 5.8. **Books@Home: A Home Delivery Service**

- A. Books @Home is a special feature of the Library Home Delivery service for Oceanside residents who are unable to come to the Library, and have further need for assistance with their item selections and checkouts. Library staff or volunteers may select and check out materials for delivery to the Books@Home customer.
- B. Library staff members or volunteers may coordinate the Books@Home program and are responsible for organizing and training the staff or volunteers involved in selection and other areas as needed.
- C. The Books@Home customer checkout period for books, books on CD, magazines and music CDs is 6 weeks. See Policy 7.8-7.10 regarding overdue and lost items.
- D. All Library electronic resources, such as e-books, are available to Books@Home customers, provided they have their own devices or equipment to access them. Staff or volunteers can assist and advise customers in starting with and use of these resources in person on a home visit, or by phone, e-mail, etc.
- E. Staff or volunteers may suggest Books@Home customers contact other libraries or agencies who may have resources or services better suited to that particular customer's needs, such as the Braille Institute, and assist the customer in contacting or working with the agency, in the specific area of receiving library services.