

SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA



ITEM: 3.43
(ID # 25177)

MEETING DATE:
Tuesday, June 25, 2024

FROM : OFFICE OF ECONOMIC DEVELOPMENT

SUBJECT: OFFICE OF ECONOMIC DEVELOPMENT: Approval of the Riverside County Library System Policy Manual and Rates and Fee Schedule and Edward-Dean Museum Policy Manual, All Districts. [\$0]

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve the attached Riverside County Library System Policy Manual and Rates and Fees Schedule for the County Free Library per Exhibit A; and
2. Approve the attached Edward-Dean Museum Policy Manual

ACTION: 4/5 Vote Required


Suzanne Holland, Director of Office of Economic Development 6/11/2024

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Spiegel, seconded by Supervisor Gutierrez and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Spiegel, Washington, Perez and Gutierrez
Nays: None
Absent: None
Date: June 25, 2024
xc: OED

Kimberly A. Rector
Clerk of the Board

By: 
Deputy

**SUBMITTAL TO THE BOARD OF SUPERVISORS COUNTY OF RIVERSIDE,
STATE OF CALIFORNIA**

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost
COST	\$0	\$0	\$0	\$0
NET COUNTY COST	\$0	\$0	\$0	\$0
SOURCE OF FUNDS: N/A			Budget Adjustment: N/A	
			For Fiscal Year: 24/25	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The Riverside County Library System (RCLS) covers the state's fourth largest geographic library service area, more than 7,000 square miles, and includes thirty-four library branches and one reference library throughout the County. The attached RCLS Policy Manual has been updated to reflect the industry standards of today. It addresses the modern technology used for library services and better represents the operations of RCLS, which includes technology resources added to the library circulation for card holders, such as Mobile Hotspots and Chromebook Laptops and has eliminated audio tapes and videocassettes from circulation.

In addition, staff recommends changes to the Rates and Fee Schedule to include new circulating items, as well as the elimination of fines for overdue library books and materials which can ensure all patrons have equitable access to library services. After lengthy and extensive research, monitoring of RCLS data and national trends, RCLS has determined that it is beneficial to eliminate overdue fines for books and materials that are returned to the library. In Riverside County and around the country, library experts and community members increasingly recognize that overdue fines create a barrier to equitable access of library materials and services. Over 600 libraries across the country have eliminated overdue fines for patrons. Overdue fines can lead to account suspension and discourage individuals and family members from borrowing and utilizing library resources and services. Nearly 22% of RCLS library patrons are currently blocked from borrowing and utilizing library services; this includes low-income residents. When faced with lack of resources to pay accumulated overdue fines, patrons can ultimately tend to keep the overdue materials, which ends up costing the library system more than the original overdue fine. Roughly \$59,584 in overdue fines were paid to RCLS in 2023; this accounted for less than one percent of the library's revenue.

Removing overdue fines does not eliminate the need to recover costs for lost materials. Borrowers neglecting to return materials to the point RCLS considers them lost, will be held responsible for the cost required to replace those items, per library policy manual. An important distinction between overdue fines and billed-item fees is that overdue fines are the daily charges applied to items not returned by their specified due date. Billed item fees, or other fees, represent the charges applied for lost, damaged, or unreturned materials and will remain in place. The proposed Rate and Fee Schedule includes the following recommendations:

- Implementation of auto-renewal so borrowers can hold on to their materials for a little longer if no one else has placed a hold on them. This gives cardholders more time to use their materials and reduces items going overdue. Following recent system upgrades to the integrated library system, RCLS has implemented auto-renewal.

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- Retain billed-item fees and accelerate billed status initiation from sixty (60) days overdue to twenty-one (21) days overdue in order to encourage patrons to return materials in a timely manner.
- Increase the number of late item notices, sending email and text communication three (3) days prior to due date and seven (7), fourteen (14), twenty-one (21), and thirty (30) days overdue, to maximize the chances of recovering all materials.

The Edward-Dean Museum (EDM) is a historic 16-acre cultural center that is committed to preserving its collection of 16th to 20th century decorative arts while offering social, cultural and educational enrichment. The EDM Policy Manual attached for approval addresses museum collection management, artifact handling, exhibit and museum policies and the reference library rules and procedures. On July 26, 2016, the Board of Supervisors designated the Edward Dean Museum of Decorative Arts Rare Book Collection as a reference library of the RCLS. In partnership with the University of California, Riverside, Library System & Services (LSS) has added over 2,000 rare books and periodicals to the entire RCLS Online Catalogue. In addition to the maintenance and preservation of the EDM Rare Book Collection, LSS also manages the EDM cultural center's day-to-day operations, to include school tours, educational programming and event planning. Overall administration of the EDM continues under the direction of the County.

Impact on Residents and Businesses

The changes to the policy manuals will reflect the modern usage of library and museum services. The removal of overdue fines will improve the quality of library services, increase patron usage, and reduce the inequitable impact in low-income communities and overall enhancing library experience across all Riverside County communities.

ATTACHMENTS:

- RCLS Policy Manual
- Exhibit "A" - RCLS Rates and Fees
- EDM Policy Manual



Aaron Gettis, Chief of Deputy County Counsel 6/12/2024



Riverside County
Library System

POLICY MANUAL

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SECTION 1: GENERAL

1.1 INTRODUCTION

The Policy Manual set forth by the Riverside County Library System (hereinafter referred to as RCLS) will establish policies, regulations, and working conditions that will govern the use while visiting the libraries and utilizing library services.

The policies outlined in this handbook will provide a standard across RCLS and be used as a reference tool for library staff, internal departments, the Riverside County Board of Supervisors, and any other personnel. The use of this manual will allow consistency in establishing core RCLS goals of enhancing life in our communities and providing equal access to informational, recreational, and educational materials.

These policies comply with local and federal laws and any changes in law will facilitate swift adjustments in whole or in part to the appropriate parts of this manual. It is within our practice to manage any other changes in these policies through our governance process. As changes are made to these policies the appropriate pages will be updated and distributed.

The RCLS Policy Manual has been adopted by the Riverside County Board of Supervisors on June 25, 2024.

1.2 MISSION AND VISION STATEMENT

1.2.1 MISSION STATEMENT

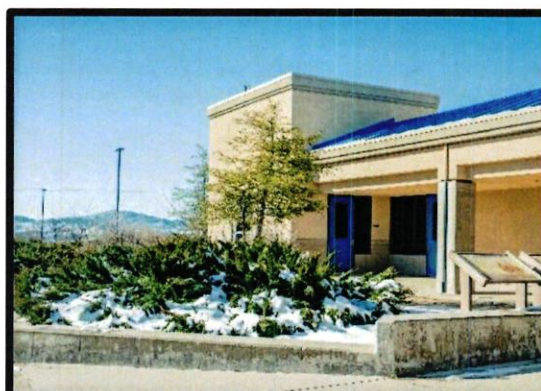
Welcoming spaces, trusted information and enriching experiences for a thriving Riverside County.

1.2.2 VISION

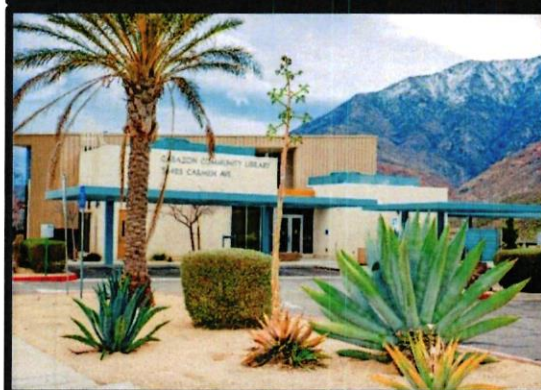
Building an informed, engaged and connected community.

1.3 LIBRARY LOCATIONS

Anza Library
57430 Mitchell Rd.
Anza, CA 92539
Tel: (951) 763-4216



Cabazon Community Library
50425 Carmen Ave.
Cabazon, CA 92230
Tel: (951) 849-8234



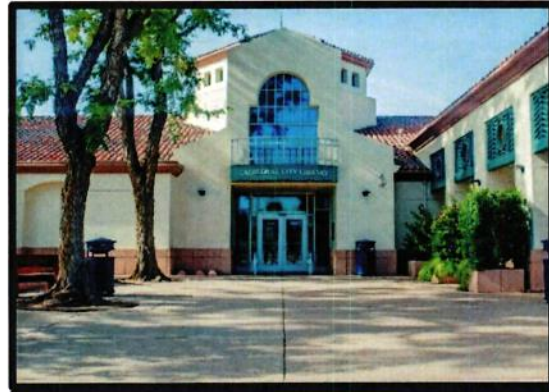
Calimesa Public Library
974 Calimesa Blvd.
Calimesa, CA 92320
Tel: (909) 795-9807



Canyon Lake Library
31594 Railroad Canyon Rd.
Canyon Lake, CA 92587
Tel: (951) 244-9181



Cathedral City Library
33520 Date Palm Dr.
Cathedral City, CA 92234
Tel: (760) 328-4262



Coachella Library
1500 6th Street
Coachella, CA 92236
Tel: (760) 398-5148



Desert Hot Springs Library
14380 Palm Dr.
Desert Hot Springs, CA 92240
Tel: (760) 329-5926



Eastvale Library
7447 Scholar Way
Eastvale, CA 92880
Tel: (951) 273-2025



French Valley Library
31526 Skyview Rd.
Winchester, CA 92596
Tel: (951) 926-6636



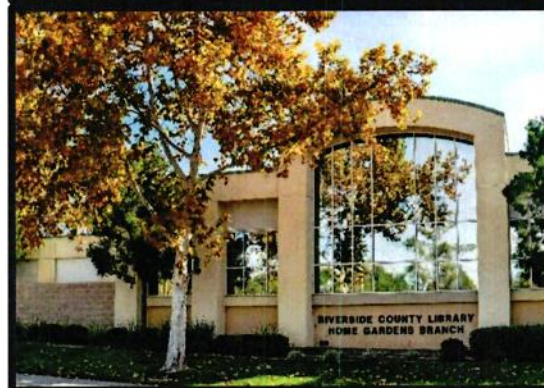
Glen Avon Regional Library
9244 Galena St.
Jurupa Valley, CA 92509
Tel: (951) 685-8121



Highgrove Library
530 W. Center St.
Highgrove, CA 92507
Tel: (951) 682-1507



Home Gardens Library
3785 Neece St.
Corona, CA 92879
Tel: (951) 279-2148



Idyllwild Library

54401 Village Center Drive
Idyllwild, CA 92549
Tel: (951) 659-2300



Indio Library

Max T. McCandless Memorial Library
200 Civic Center Mall
Indio, CA 92201
Tel: (760) 347-2383



La Quinta Public Library

78-275 Calle Tampico
La Quinta, CA 92253
Tel: (760) 564-4767



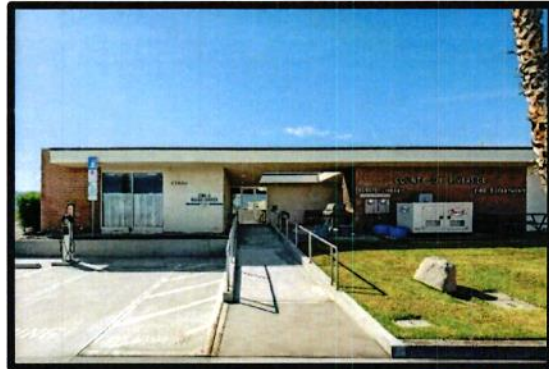
Lake Elsinore Library

Altha Merrifield Memorial Library
600 W. Graham
Lake Elsinore, CA 92530
Tel: (951) 674-4517



Lake Tamarisk Library

43-880 Tamarisk Dr.
P.O. Box 260, Desert Center, CA 92239
Tel: (760) 227-3273



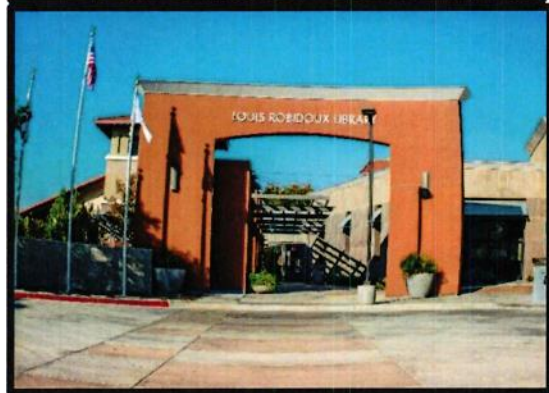
Lakeside Library

Vick Knight Community Library
32593 Riverside Dr.
Lake Elsinore, 92530
Tel: (951) 678-7083



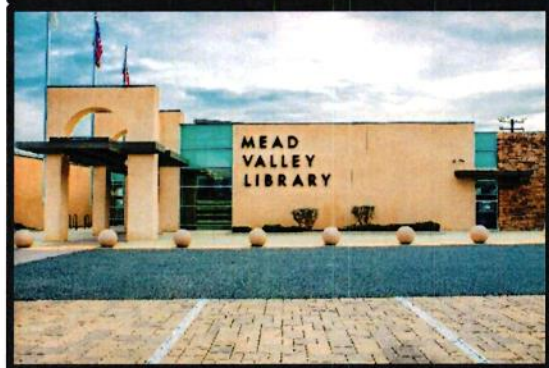
Louis Robidoux Library

5840 Mission Blvd.
Jurupa Valley, CA 92509
Tel: (951) 682-5485



Mead Valley Library

21580 Oakwood St.
Mead Valley, CA 92570
Tel: (951) 943-4727



Mecca Community Library

91-260 Ave. 66
Mecca, CA 92254
Tel: (760) 396-2363



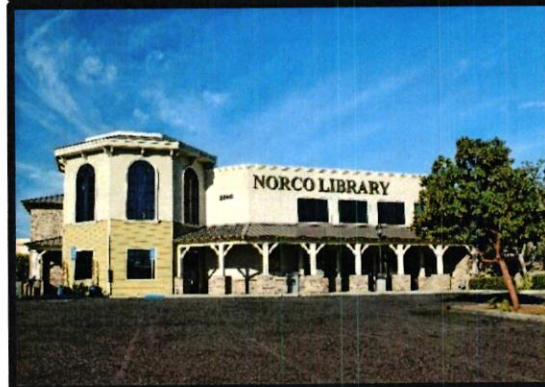
Menifee Library

28798 La Piedra Rd.
Menifee, CA 92584
Tel: (951) 679-2527



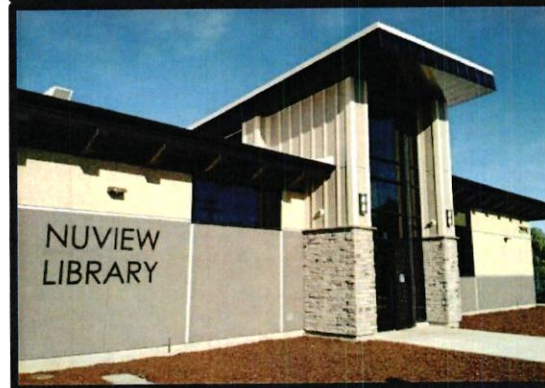
Norco Library

3240 Hamner Ave, Ste. 101B
Norco, CA 92860
Tel: (951) 735-5329

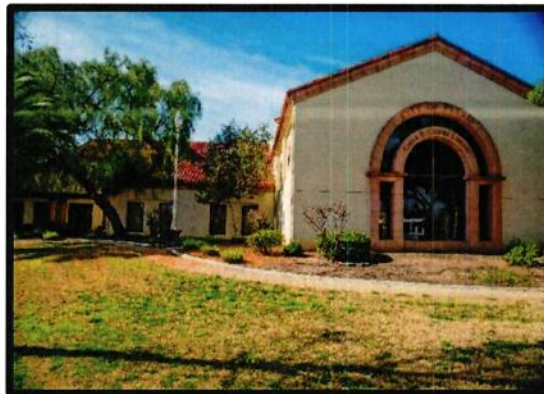


Nuview Library

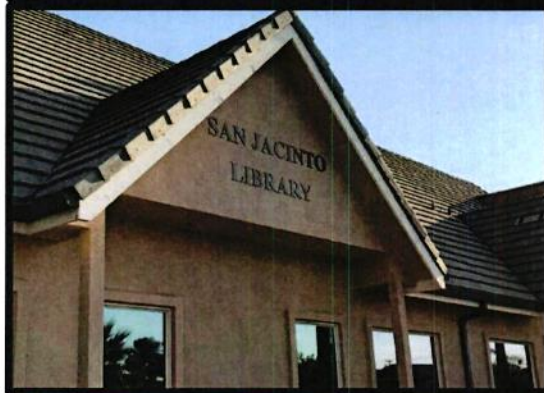
29990 Lakeview Ave.
Nuevo, CA 92567
Tel: (951) 928-0769



Perris Library
Caesar E. Chavez Library
163 E. San Jacinto
Perris, CA 92570
Tel: (951) 657-2358



San Jacinto Library
595 S. San Jacinto Ave. STE. B
San Jacinto, CA 92583
Tel: (951) 654-8635



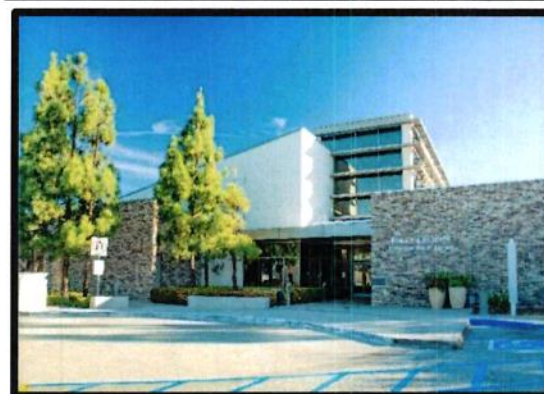
Sun City Library
26982 Cherry Hills
Menifee, CA 92586
Tel: (951) 679-3534



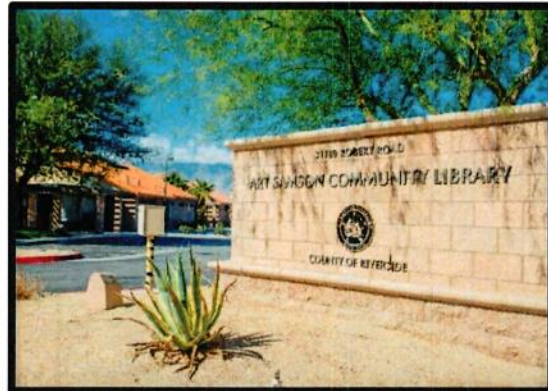
Temecula Grace Mellman Library
41000 County Center Drive
Temecula, CA 92591
Tel: (951) 296-3893



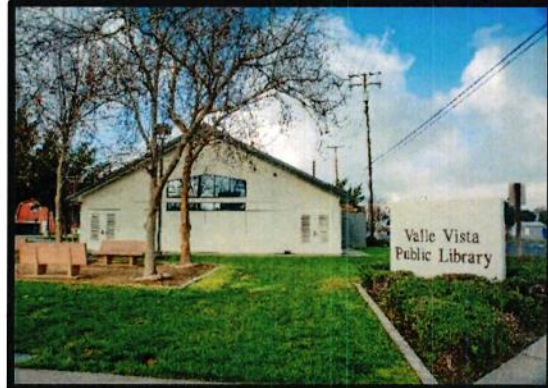
Temecula Public Library
30600 Pauba Road
Temecula, CA 92592
Tel: (951) 693-8900



Thousand Palms Library
Art Samson Community Library
31189 Robert Rd.
Thousand Palms, CA 92276
Tel: (760) 343-1556



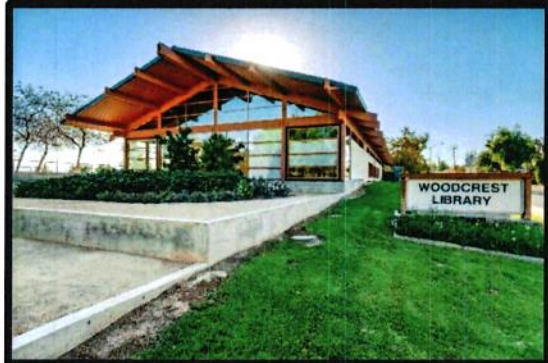
Valle Vista Public Library
25757 Fairview Ave.
Hemet, CA 92544
Tel: (951) 927-2611



Wildomar Library
34303 Mission Trail
Wildomar, CA 92595
Tel: (951) 471-3855



Woodcrest Library
16625 Krameria
Riverside, CA 92504
Tel: (951) 789-7324



Library Connect Mobile Resource Vans

Please check www.rivlib.net for schedule and locations

1.4 CODE OF ETHICS

The Riverside County Library System is directed by the ethical principles laid down in the Code of Ethics from the American Library Association.

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

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

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

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

We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

1. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
2. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
3. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
4. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
5. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
6. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
7. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

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

1.5 LIBRARY BILL OF RIGHTS

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

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

Inclusion of "age" reaffirmed January 23, 1996.

Although the Articles of the *Library Bill of Rights* are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as [Interpretations of the Library Bill of Rights](#).

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

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

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

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

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

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

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

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

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

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

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

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers for Free Expression
The Association of American University Presses
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

1.7 FREEDOM TO VIEW STATEMENT

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

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

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

Endorsed January 10, 1990, by the ALA Council

1.8 PRIVACY STATEMENT AND PATRON CONFIDENTIALITY

Protecting the privacy of library users is an essential principle to RCLS. RCLS is committed to patron record confidentiality that identifies individuals with their use of library books, materials, equipment, programs, and facilities as well as library staff assistance in any capacity. This privacy statement establishes how information will be used by the library. The policy affirms RCLS's commitment to privacy, describes the information collected and defines the privacy patrons have when accessing RCLS facilities and remote RCLS services.

1.8.1 GENERAL

1. In accordance with the fullest extent permitted by federal, state, and local law, RCLS will keep all information that it collects confidential.
2. This policy is accessible on the RCLS website and available upon request.
3. Privacy of information includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, programs, or services.
4. The library will not collect personal information in any capacity without patron authorization and participation.
5. Patron information is solely used to provide or improve library services.

1.8.2 LIBRARY CARDS AND CIRCULATION RECORDS

1. Identifying information is required to receive an RCLS card and maintain an RCLS record. This information is retained as long as the patron continues to use their library card.
2. RCLS patron records include current contact information, items currently checked out, items currently on hold, and information related to monies owed or paid. While the library does not collect the following information, patrons have the option to retain their checkout history, saved searches, program registrations and other opt-in choices the library may offer.
3. RCLS provides an interface to search the RCLS catalog for materials to check out, place on hold, or have delivered, with the library using this data for the sole purpose of fulfilling patron requests for library materials.

1.8.3 PUBLIC COMPUTER USE AND RCLS'S ONLINE SYSTEM

RCLS provides public internet computers as well as open Wi-Fi. Public internet computers are configured to delete internet browsing history and remove files a patron may have saved at the end of a session, although it is ultimately the responsibility of the patron to ensure personally identifiable information is removed before ending their session. For more information on public internet computers and Wi-Fi use please see the Internet Use Policy.

RCLS's online public access catalog system offers library user self-activated features. Information gathered and stored using this feature is only accessible to the library user. There is no administrative interface to this information for library staff and, therefore, it is not retrievable by anyone other than the user. The user has the option to delete their search and checkout history at any time.

RCLS provides users with opportunities to use computers and other devices (e.g., laptops, tablets, e-book readers, etc.) to access online resources such as library catalogs, research databases, e-books, other digital content, and the internet. In addition, RCLS provides wireless public networks that allow users to connect using a personal device.

1.8.4 EMAIL, WEB FORMS, AND REFERENCE QUESTIONS

RCLS does not retain personal information about a library user when a user visits the RCLS website, registers for a program, or submits reference questions through online forms or other means. Any information the library user chooses to provide will be used only to improve library services, such as information gathered through voluntary library user surveys.

Information provided by a library user via email or web forms, or other means will be used only for the purposes described at the point of collection.

If contact information is provided, RCLS may contact the user to clarify a comment or question, or to learn about the level of customer satisfaction with library services.

RCLS treats questions, regardless of format or transmission, confidentially.

Electronic communication is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirement.

1.8.5 INFORMATION AUTOMATICALLY COLLECTED AND STORED

As library users browse through the RCLS website, read pages, or download information, certain information will be automatically gathered and stored about the visit, but not about the library user. The information gathered is for statistical purposes only to ensure that RCLS is providing appropriate services and does not personally identify any individual.

1.8.6 LINKS TO OTHER SITES

RCLS's web page contains links to external sites. RCLS is not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. RCLS encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

1.8.7 NETWORK SECURITY

RCLS will take every reasonable precaution to ensure that any confidential information that is kept by RCLS for any purpose is safeguarded from unauthorized access. RCLS has a responsibility to ensure that the accessing, handling, sharing, and disposing of confidential information complies with RCLS' Confidentiality and Privacy Policies. Within the credit card holder data environment, RCLS will comply with the latest revision of the Payment Card Industry Data Security Standards (PCI DSS).

1.8.8 WORKING WITH LAW ENFORCEMENT

RCLS records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Sections 214-216 of the USA Patriot ACT gives law enforcement agencies expanded authority to obtain library records, secretly monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.

The Chief Librarian, and/or any person duly appointed in writing by the Chief Librarian, shall be responsible for handling all law enforcement or similar requests to obtain the libraries confidential information. The Chief Librarian shall immediately consult with appropriate legal counsel to determine if such a request is in proper form and to formulate an appropriate response. The library staff shall immediately refer all law enforcement inquiries to the Library Director, or in his or her absence, to the duly appointed person, and shall not release Library confidential information until authorized in writing by the Library Director or duly appointed designee.

The libraries confidential information is not available without the production of a valid subpoena or court order.

1.8.9 PATRON RECORD CONFIDENTIALITY

Section 7927.105 of the California Government Code states that "all patron use records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed by a public agency, or private actor that maintains or stores patron use records on behalf of a public agency, to any person, local agency, or state agency except as follows:

- (a) By a person acting within the scope of his or her duties within the administration of the library.
- (b) By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- (c) By order of the appropriate superior court.

As used in this section, the term 'patron use records' includes the following:

- (1) Any written or electronic record, that is used to identify the patron, including, but not limited to, a patron's name, address, telephone number, or e-mail address, that a library patron provides in

order to become eligible to borrow or use books and other materials.

(2) Any written record or electronic transaction that identifies a patron's borrowing information or use of library information resources, including, but not limited to, database search records, borrowing records, class records, and any other personally identifiable uses of library resources information requests, or inquiries.

This section shall not apply to statistical reports of patron use nor to records of fines collected by the library.”

Any such requests from the police or government officials must be referred through the chain of command and to ultimately, the County Librarian, or designee.

Information regarding addresses and titles/subjects of items cannot be released to anyone but the card holder and/or parent or legal guardian who signed the juvenile application.

The number of fines and overdues may be stated for any card.

1.8.10 THE PATRIOT ACT

The “Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism” Act, or USA PATRIOT Act, was signed into law on October 26, 2001. Section 215 of the USA PATRIOT Act had been regarded as the “library records” provision.

Section 215, in part, allowed the government to obtain secret court orders to hand over any records or other “tangible things” such as “books, records, papers, documents and other items” if deemed “relevant” to an investigation. Law enforcement could also screen emails, reading and computer records. A gag order would have been imposed on those who complied. On May 31, 2015, Section 215 expired.

On June 1, 2015, the “Uniting and Strengthening America by Fulfilling Rights and Ending Eavesdropping, Dragnet-collection and Online Monitoring Act” or the USA FREEDOM Act was enacted. This restored and renewed parts of Section 215, mostly referring to telephone calls and its metadata. The USA FREEDOM Act does not state specifically that the expired parts of Section 215, including the “library records” provision, has been restored.

Local laws do not supersede the USA FREEDOM Act.

This policy covers all electronic information resources in RCLS. It applies equally to network servers, workstations, both staff and public access, network equipment, telecommunications equipment, and peripherals, such as printers, within the library. The policy applies to all library staff, administrators, and contractors using RCLS's computer resources.

SECTION 2: USING THE LIBRARY

2.1 PATRON CODE OF CONDUCT

This Patron Code of Conduct has been developed to ensure a clean, respectful, comfortable, and safe library environment for all RCLS patrons and staff.

Individuals using RCLS facilities and attending RCLS programs are expected to comply with all policies and directions from staff. Conduct is unacceptable if it impedes other patrons from a timely enjoyment or threatens injury or damage to patrons, staff, or RCLS resources.

This policy requires the following specific behaviors be observed in all RCLS facilities.

2.1.1 GENERAL

- All persons are welcome at any RCLS branch. Parents, guardians, chaperones, and caretakers are responsible for the conduct and safety of persons under their care while they are using any RCLS facility.
- Patrons are to treat other users and staff with courtesy and respect, honor other users' privacy, and keep all conversations quiet.
- RCLS furniture, equipment, and spaces intended for public use are to be used solely for their intended purpose.
- Skateboards, skates, scooters, and other similar devices must be carried while on RCLS property and kept out of walkways or areas where they might cause a tripping hazard. Bicycles are not allowed inside RCLS facilities and should be secured in designated areas where available.
- Drinks are permitted in unbreakable, spill-proof containers that have sip-through lids or unbreakable screw-top bottles.

2.1.2 PROHIBITED CONDUCT

- Egregious disturbances which include use of
 - Abusive, intimidating, harassing, or offensive language
 - Verbally, physically threatening or harassing other visitors, library staff or volunteers
- Behavior which may result in disturbing other RCLS users or staff, including but not limited to:
 - Loud talking/shouting
 - Running
 - Shoving
- Use of RCLS computers in violation of the RCLS computer and internet use policy
- Use or distribution of alcohol, tobacco, cannabis products, vaping or illegal substances. This includes the charging of battery powered electronic smoking devices.
- Cell phone noises and conversations are limited to outdoor areas and study rooms
- Entering an RCLS facility without proper attire, which is in accordance with the community's expectations for public places, including shoes and shirts
- Carrying or displaying dangerous weapons of any kind (California Penal Code § 171b)
- Entering non-public areas such as staff break rooms, offices, or storage areas without authorization

- Bringing animals into an RCLS facility, except service animals, unless authorized
- Engaging in any form of sexual activity, misconduct or harassment of other patrons or staff including solicitation, indecent exposure, or offensive touching
- Selling, advertising, petitioning, or soliciting monetary contributions unless authorized
- Engaging in any illegal act that violates federal, state, or local statute, legislation, or ordinances
- Loitering in restrooms, using the restrooms or water fountains for bathing, shaving, or washing clothing
- Entering an RCLS facility with unsanitary conditions, including, but not limited to clothing, body odor, insects, or unsanitary belongings that interfere with the use of RCLS by other patrons or staff
- Monopolizing library spaces and resources for extended periods of time including furniture, electrical outlets, or equipment
- Individuals should limit the amount of personal property they bring into RCLS facilities so as not to obstruct aisles, doorways, or stairs
- Bringing bicycles, shopping carts or other large-wheeled conveyances inside RCLS buildings outside of ADA compliant mobility devices
- Adults using areas designated for teens or children without being accompanied by a child or teenager
- Items deemed unsanitary by the RCLS staff will not be allowed in the library
- Patrons may sleep if they are not disturbing others

2.1.3 ENFORCEMENT AND DISCIPLINARY

In order to be fair and equitable in the application of RCLS policies, upon determining that a patron has failed to comply with this code of conduct or another policy RCLS staff shall follow the following procedures.

In the event of a first-time, minor infraction, library management may:

1. Ask the patron to stop the prohibited behavior; and/or
2. Warn the patron that he/she may be required to leave the library for the day if prohibited behavior does not stop; or
3. Suspend the patron's library privileges for a length of time determined by management.
4. Any patron displaying dangerous, destructive, illegal, or threatening conduct may have his or her library privileges suspended immediately and without a warning.
 - a. If the patron refuses to leave, law enforcement may be called for assistance.
 - b. If the safety of staff or patrons is endangered or a crime is in progress, staff will immediately call the police.
 - c. A confidential incident report will be completed and filed, and other RCLS branches will be notified.

In the event of a severe infraction or repeated behavior in violation of RCLS policies, RCLS management has the authority to restrict customer access to RCLS facilities for extended periods that can include a permanent ban.

2.2 GROUP VISITS

2.2.1 GROUP VISIT AVAILABILITY

- Advance notice is recommended for group visits and must be given when staff assistance is needed.
- Drop-in group visits may be accommodated during less busy times of the year
- Individual branches within RCLS reserves the right to limit groups during busy times of the year.

2.2.2 CHECKING OUT MATERIALS

- If anyone within the group is checking out materials, they must do so with their personal library card and account.
- If anyone in the group is signing up for a library card during their visit, they must provide a valid form of identification and proof of address.
- If the interested party is a minor, we recommend getting a library card ahead of time with a guardian signature and approval.

2.2.3 RESPONSIBILITY OF CHAPERONES

- On the date of the group visit the lead chaperone will check in with library staff
 - The chaperone is expected to have a list of all people in their group as well as the sponsoring organization's contact information.
- A ratio of one chaperone per 10 visitors is recommended, or more chaperones depending on the needs of the group.
- Public bathrooms are provided, we strongly suggest chaperones have a plan in place ahead of time for those who may need assistance.
- Chaperones must always stay with their groups and serve as active leaders in building the library experience.
- Chaperone and group name tags are encouraged.
- All chaperones and group visitors must adhere to all RCLS policies during their visit.
 - Inappropriate behavior by any person in the group will be brought to the attention of the individual(s) and the lead chaperone.
 - If inappropriate behavior continues the group may be asked to leave the library.

2.3 PARENTAL/CAREGIVER/GUARDIAN RESPONSIBILITIES

RCLS staff do not have the authority to supervise children in the library. Children under 11 must always be accompanied by a responsible caregiver at least 16 years or older. Minors between the ages of 11 and 17 may use the library independently but caregivers will still be responsible for the child's actions. Should the minor fail to adhere to the policies outlined by RCLS the library staff may reach out to the caregiver to review behavior or discuss future library use. It is the responsibility of the caregiver to monitor which services the child uses.

2.4 UNATTENDED MINOR OR VULNERABLE ADULT POLICY

No child under the age of 11 should ever be left alone in the library. In the event of an unattended minor or vulnerable adult, the RCLS staff will attempt to contact a primary caregiver. If a caregiver cannot be contacted the library will work with other county agencies including law enforcement as needed.

2.5 ANIMALS IN THE LIBRARY

RCLS recognizes that patrons with disabilities may require the use of a trained service animal. Only animals recognized by the ADA as service animals are allowed in RCLS libraries unless previously arranged and authorized by RCLS management.

Under the Americans with Disabilities Act (ADA), emotional support animals are not the same as service animals.

2.6 PHOTOGRAPHY AND FILMING

Casual photography or filming is permitted by RCLS for patrons, provided it does not interfere in any way with RCLS policy or operations or capture the likeness of any individuals without their permission.

Under no circumstances may anyone photograph or film another patron without the permission of the patron or their parent/guardian.

Under no circumstances may copyrighted material be photographed unless it is in the background of another picture.

Copyright is a form of protection provided by the laws of the United States (title 17, U.S. Code) to the authors of "original works of authorship." Section 108(f)(1) of the copyright act gives libraries protection from copyright infringement when a library user uses unsupervised use of reproducing equipment" in the library, as long as the library displays a notice that the making of a copy may be subject to copyright law.

Commercial photography or recording is only allowed with RCLS management approval. Such approval will contain the conditions under which the photography or recording will take place and discuss the rights to ownership of the media.

2.7 LIBRARY STAFF PHOTOGRAPHY AND FILMING

RCLS staff occasionally photograph or film patrons and staff using library spaces or resources. Some of these photos will be utilized in marketing materials and social media. Attendance at RCLS programs, events, or spaces constitutes consent to be photographed or filmed for use in print, electronic marketing, and social media. To ensure the privacy of individuals the images will not be identified using full names without written approval. This policy extends to photographing and filming by library staff at Friend of the Library events and at any of RCLS outreach or public events.

Verbal and written consent is required when photographing one child or an identifiable group of children. Identifiable images used for RCLS promotional material and publications require written permission through the RCLS photo release form.

2.8 ROOM AND EQUIPMENT RENTALS AND USAGE

2.8.1 MEETING ROOM RENTAL

RCLS meeting rooms are intended for use in support of library programs and services. The primary use of these rooms is for the library staff to present library programs. Library activities have first preference for meeting room use.

Booking of library meeting room space, including meeting rooms and study rooms, shall be the prerogative of the staff of the branch library facility in accordance with the guidelines and rules of the County of Riverside for the use of its public spaces. Commercial and personal use is allowed.

To receive a full reservation fee refund, cancellations need to be made at least one week in advance of the event. Users making cancellations within one week of the event will be charged a cancellation fee of 50%.

RCLS requires the following guidelines be adhered to while using meeting rooms:

- Advance reservations for use of the meeting rooms are made by designated staff.
- Reservations must be made by an official representative of the entity, age 18 or older, and able to sign a contract in the entity's name.
- All meetings must be completed and the room must be returned to its original condition and configuration 15 minutes before the library closes.
- Reservations must be made no more than 60 days or less than 2 working days in advance. Authorization to use a Community Room is not transferable.
- RCLS reserves the right to restrict usage of spaces to 2 times per month to a person or group if demand warrants.
- When the use of a County facility is by any group that provides "advice, assistance, sales or descriptions of financial alternatives," the groups must:
 - Provide proof of license such as State Bar license, Insurance license or Securities license.
 - Print a disclaimer on all fliers and advertising for the event that states, in 10 or 12 point type: "The Riverside County Library System is not sponsoring or endorsing this program or any goods or services offered."
- Meetings and programs may not disrupt the use of the library by others. Persons attending the meetings are subject to all library policies. Permission to use library meeting rooms may be withheld from groups that have failed to comply with meeting room policy and from any group that damages the room, floor, equipment, furniture, or cause for disturbance.
- Groups using any meeting room are responsible for needed set-up, clean-up, and advertising. The individual or group reserving the meeting room is responsible for any damage to or loss of library property beyond normal wear. If library property is either damaged or lost, the library director will obtain estimates for the repair of the damage or the cost of replacement of the lost property. The individual or group will be responsible to pay that amount to the library.
 - Signs or decorations may not be attached to walls or surfaces.
 - Meals may be brought into the meeting rooms.
 - Smoking is prohibited.

- Alcoholic beverages are permissible for special events. The serving of alcohol must be approved by the County of Riverside and the Alcohol Beverage Control Office at least thirty (30) days prior to the function date. Evidence of proper insurance is required prior to approval.
- Permission to use the rooms include ordinary use of furniture and sink, including chairs, tables, mini refrigerator, television monitors, sound system, projector screens. Groups may bring their own laptops.
- Adult supervision is required for any group of minors under 18 years of age.

2.8.2 STUDY ROOM USAGE

Study Rooms are intended for informal individual or small group use and may be reserved by adults with valid library cards.

- Due to facility limitations, reservations must be made in person with staff on the day the room is needed.
- Study room users under the age of 14 must be accompanied by an adult.
- Users will be limited to one reservation per day with a maximum time limit of 2 hours.
- Crafting supplies, including but not limited to paint, glitter, liquid glues, glue guns, and aerosols are not permitted.
- Study rooms are not to be used for commercial purposes.
- Food and drinks are not allowed.
- Study room availability is first-come, first-served. Reservations take priority.
- Rooms are not soundproof; discussions should take place at a discreet conversational level.
- The room must be left in a clean and neat condition.
- Disconnecting cables or other library equipment is prohibited. Damaging or misusing any library equipment will result in the loss of room use.
- Fire code maximum occupancies must be observed.

2.8.3 EQUIPMENT USAGE

Meeting Rooms and Study rooms may be equipped with equipment that may be used during reservations. Groups reserving these spaces are responsible for any damage that is done to library equipment during the reservation period. Malfunctions should immediately be reported to the library staff.

2.9 LIBRARY FEES

For the most updated rates and fees schedule please visit: <https://rivcoed.org/rcls>

2.10 RIVERSIDE COUNTY LIBRARY SYSTEM FOUNDATION (RCLSF)

The Riverside County Library System Foundation's (RCLSF) mission is to strengthen communities by supporting and enriching the resources, services, and programs and promote a greater awareness of our high-quality libraries valuable capabilities that will continue to be available for future generations.

Created in 2017 and incorporated as a nonprofit 501(c)3 in 2019, RCLSF seeks financial support for selected capital improvements, enhancements, services, and programs. As a philanthropic partner of the Riverside

County Library System, donated funds will help students succeed, promote lifelong learning, nurture literacy, grow library programs, build the collection, enhance library buildings, and create new opportunities to meet the changing needs throughout Riverside County.

More members of our community - individuals, corporations, and foundations alike - are investing in our libraries and the crucial services they provide to our community. Private support is the greatest endorsement of our belief that free and open access to information can change lives for the better and build a brighter future for our community.

Make a donation by check to the Riverside County Library System Foundation and send it to: Riverside County Library System Foundation, 3403 10th Street, Suite 400, Riverside, CA 92501, or call (951) 955-8916.

2.11 GIFTS AND DONATIONS

A gift for the RCLS collection may consist of (1) library material donations or (2) monetary donations to purchase materials, equipment or support various library activities, or (3) other material donations. All donations will be considered at the discretion of RCLS Administrator.

2.11.1 LIBRARY MATERIAL DONATIONS

RCLS considers donations of books and/or other library materials, which meet the same selection guidelines used for purchased materials. Material donations may be accepted with the following understanding:

- RCLS does not appraise donations or provide evaluation of gifts for tax deductions or other purposes. However, upon request, RCLS will provide acknowledgement of material donations.
- Once the donation is accepted, RCLS retains the unconditional ownership of the gift and its disposition.
- RCLS reserves the right to decide the conditions of display and access to the materials.
- RCLS will not accept damaged material, magazines, condensed books, software, and textbooks.

2.11.2 MONETARY DONATIONS

RCLS welcomes individuals and organizations to support its activities through gift funds donated to Riverside County Library System Foundation (RCLSF). Contributions will enable RCLSF to purchase materials, equipment, or support special programs within RCLS.

- RCLS encourages unrestricted monetary gifts to allow for the greatest flexibility in supporting RCLS.
- Donors can specify which library they would like their funds to support.
- Donors can recommend how they would like funds to be used, such as type of equipment, type of program or type of material and/or their area of subject interest.
- Recommendations for purchasing specific titles are discouraged and RCLS reserves the right to decline such monetary donations.
- All monetary donations will be acknowledged by RCLS.

- Gift plates, identification plaques or other appropriate recognition identifying the donor or person being honored may be displayed in items purchased from gift funds, upon request.

Any donation made directly to RCLS, or a specific library will be accepted and included in the gift funds for that library.

Monetary donations given to the Riverside County Library System Foundation will be provided with a receipt for tax purposes.

2.11.3 OTHER MATERIAL DONATIONS

Other real or personal property donated to RCLS will be considered at the discretion of RCLS Administrator. All other conditions above apply to these gifts.

SECTION 3: CIRCULATION

3.1 LIBRARY CARDS

Any resident of California can obtain a Riverside County Library System card. Cards can be obtained at any Riverside County Library System location.

3.1.1 APPLYING FOR A LIBRARY CARD

Any person of any age may apply for a library card at any Riverside County Library location. A card is issued if the person has acceptable identification and there is no database record stating they currently possess a library card, except juveniles residing between multiple households. They may apply for separate cards for each household with credentials of respective caregivers.

Non-residents of California can obtain a library card for a \$10 annual fee.

3.1.2 IDENTIFICATION REQUIRED FOR A LIBRARY CARD

- Juvenile (defined as a person under the age of 18)
- The address, I.D. and signature of the parent or guardian on the application constitutes identification.
 - Parents need not be present for juveniles to get library cards, provided that the form is signed by a parent.
 - Persons ages 16 & 17 may sign their own library card with proper identification.
- Adult (defined as a person age 18 or older)
- Photo I.D. and verification of address are to be presented before issuing a new library card. Adults identifying themselves as students must verify a second address in addition to and other than their school residence address. This address can be the parent's home address.
- Examples of address verification may include but are not limited to:
 - Utility bill received within the past 30 days
 - Rental agreement
 - Personalized checks
 - Personal mail (with canceled postmark) received within the past 30 days

Without identification listed above or two pieces of information to establish their name and mailing address, no library card will be issued; no library materials are to be checked out by the patron. PO Box or General Delivery is acceptable.

No library card is required to check out Braille Institute materials.

3.1.3 LIBRARY CARD HOLDER RESPONSIBILITIES

- Sign personal library card upon issue
- Report lost, stolen or damaged library cards to avoid potential financial penalties
- Monitor use of card
- Present physical or e-card each time it is required
- Return materials in the same condition as when checked out

3.1.4 HOMEBOUND PATRONS

Homebound patrons may send a friend or relative to pick up an application. Homebound patrons may choose a designee to check-out, deliver, and return library materials, and list the designee on the Limited Access Agreement portion of the library card application.

3.1.5 LIBRARY CARDS FOR INSTITUTIONS

An institution, including a business or public/private agency, may be freely registered as a library user, and thereby be entitled to the same rights and privileges available to individual library users as long as the institution complies with all the rules pertaining to the use of RCLS and pays all charges incurred in the name of the institution. Institutions include home and private schools, hospitals, day care centers, group homes, or nursing homes. In order to be registered as an institutional user an authorized person within the business or agency, such as a principal, owner or director must send a letter on letterhead stationery stating that the institution will be responsible for all fees accumulated on the library card. There must be an individual named that RCLS can contact regarding usage of the card. All RCLS policies apply to institutions the same as they do to individual patrons.

Institution library cards expire one year after issuance with the opportunity to renew the card if it is in good standing. There will be one RCLS library card issued per group and although many people within the group may use the account/card, all responsibility lies with the group/business (i.e., the primary signor).

3.2 BORROWING LIMITS

3.2.1 BORROWING AND RENEWAL

Most items can be checked out for 2 weeks and may be renewed up to four times, if eligible. Items will be automatically renewed, if eligible. Ineligible items could include holds from another patron or items from another jurisdiction. Some materials, such as DVD's, are not renewable.

3.2.2 DISPUTE RESOLUTION

Fees and replacement charges are due and payable upon receipt of notice. When a borrower responds to a recall notice with the claim that the item has been returned, RCLS will thoroughly investigate. If findings indicate that an error was made on the part of RCLS, all charges for that item will be canceled.

3.2.3 OVERDUE NOTICES

Patrons can choose to opt in to receive electronic correspondence for upcoming due items if eligible. RCLS will communicate via email and text 3 days prior to the due date and 7, 14, 21, and 30 days overdue, in order to maximize the chances of recovering all materials.

Patrons are responsible for returning library materials on or before the due date in the same condition in which they were checked out. Patrons may be charged for items that are missing parts or need to be repaired or replaced. Fees may be paid at the self-serve kiosk or in person with cash, card, or check with valid ID or online within the patron's account.

3.3 ORDERING AND RETRIEVING HOLD ITEMS

3.3.1 REQUESTING ITEMS ONLINE

You can place a hold on most items available in the RCLS catalog with an RCLS account and library card. When that item becomes available it will be sent to the library of your choice to pick up. You can visit <https://www.rivlib.net/> to check the status of your hold.

3.3.2 REQUESTING ITEMS OVER THE PHONE

- Call your local branch for assistance
- Place hold over the phone
- Once you are notified you can go the branch selected and pick up hold items from designated area
- Call or visit your local branch to receive updates on status of hold

3.3.3 REQUESTING ITEMS IN PERSON

- Get assistance from staff member
- Place hold
- Once you are notified you can go to the branch selected and pick up hold items from designated area
- Call or visit your local branch to receive updates on status of hold

3.4 INTERLIBRARY LOANS

Interlibrary loan is a service available for a small fee (Library Fees, 2.9) that supports the mission of the library by providing enhanced access to library materials and information. This is a transaction in which RCLS borrows materials directly from another library outside of the Inland Library Network on behalf of a patron.

Patrons wanting to utilize this service should speak with RCLS staff.

SECTION 4: COLLECTION MANAGEMENT

4.1 COLLECTION AND MATERIALS MANAGEMENT POLICY

4.1.1 CRITERIA FOR SELECTION OF MATERIALS

The Riverside County Library System has an inclusive approach to selection and affirms the public's right to choose and read with the freedom essential to a democracy. RCLS will adhere to the principles of the "Freedom to Read Statement" of the American Library Association (See 1.6). Each RCLS branch provides materials presenting various points of view. Material dealing with controversial views or subjects is judged based on the entire work and not on isolated passages or sections. Matters such as the race or nationality, or the political, social, or religious views of the author are not factors affecting the evaluation of material.

When selecting materials for inclusion in the collection, RCLS also considers the availability of materials and resources within individual branches. RCLS recognizes its obligation to provide general reference to fill the needs of patrons, however, it is not the purpose of any RCLS branch to function as a research library. To strengthen its services and resources, RCLS actively participates in resource sharing agreements with other libraries.

4.1.2 PERSONS RESPONSIBLE FOR MATERIALS SELECTION DECISIONS

The RCLS County Librarian, or designee has ultimate responsibility of selection and maintenance of library materials, including recommendations and considerations for donated materials.

4.1.3 PUBLIC COMMENT REGARDING THE RCLS COLLECTION

Patron comments and complaints about the RCLS collection are always welcome. These should be submitted in writing using the appropriate form. Requests to add or remove items from the collection will be forwarded to the RCLS County Librarian, or designee for review and response.

4.1.4 WEEDING AND REMOVAL OF RCLS MATERIALS

An ongoing process of weeding of obsolete, unused, or damaged materials is essential to maintaining an authoritative collection that is responsive to the needs of Riverside County residents.

RCLS staff will offer items weeded from the collection to other RCLS libraries. If other libraries do not have a need for the items, the items will then be offered to authorized Friends of the Library (FOL) groups to be sold to the public, with revenues accruing to the FOL to benefit the RCLS branch they represent. RCLS staff may also offer weeded items to the following groups:

- Local governments and agencies, including cities and school districts
- State institutions
- Non-profit organizations

Weeded items not taken by other governmental or non-profit agencies will be discarded by RCLS staff with the approval of the RCLS County Librarian, Branch Manager, or designee.

SECTION 5: COMPUTER AND INTERNET USE

5.1 COMPUTER AND PUBLIC WI-FI USE

5.1.1 GENERAL USE

- Use of computers is free to the public with a valid library card
- Computers may be used for up to 60 minutes up to twice a day
- Sessions may be consecutive if the computer has not been reserved for another patron
- Patrons may bring a mobile storage device, such as a USB flash drive to store their files
- RCLS is not responsible for damage or loss of data on storage devices that may occur with use of RCLS computers
- Patrons may not purposely alter, install, remove, or damage computer software or hardware
- Patrons who wish to hear audio content on RCLS computers must use personal headphones or earbuds
- Internet use will be managed in a manner consistent with RCLS's Internet Filtering Policy
- The internet workstation must be used in a responsible manner, respecting the rights of other users
- Computer and internet settings may not be changed
- Patrons may not use the network to make unauthorized entry into other computational, informational, or communication services or resources
- Users may not invade the privacy of others or engage in harassing or defamatory activity

5.1.2 CHILDREN'S USE

- Computers in the children's area are reserved for use by children
- Juvenile library cards may only reserve Children's Computers

5.1.3 PUBLIC WI-FI USE

RCLS provides Guest Wireless Internet access free of charge for patrons using their own devices. Staff are not responsible for troubleshooting connectivity issues on patron's personal devices.

5.2 PRINTING POLICY

RCLS printer services may only be used for lawful purposes.

Self Service kiosks are available at all RCLS branches to allow patrons to print, copy or scan documents. Patrons may print or copy documents for a fee (Library Fees, 2.9). Scanned documents should be saved to the patron's personal media storage. RCLS is not responsible for damage to personal storage devices or any stored data on them that may arise from their use with RCLS property. Copying and printing from library computers entails documents being sent directly to a multifunctional device where patrons can finalize print jobs. Patrons are encouraged to use print previews as refunds for printed pages will not be given unless there was an error on the part of the printer.

Fax Machines may be available for a fee at some locations.

5.3 INTERNET FILTERING POLICY

The Riverside County Library System (RCLS) endeavors to provide collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the diverse communities it serves. Within this context, the Riverside County Library System offers access to the internet for both staff and members of the public.

5.3.1 GENERAL POLICY

The internet is a global resource. Resources available on the internet supplement and complement the collection and resources available at RCLS facilities. RCLS does not monitor and has no control over the information available over the internet. The internet may contain material of a controversial nature. Users should note that not all internet sources provide accurate, complete, or current information.

It is against the RCLS policy to:

- Transmit inappropriate material via internet, electronic mail, or other forms of direct electronic communications
- Partake in unauthorized access and other unlawful online activity
- Partake in unauthorized online disclosure, use or dissemination of personal identification information regarding minors.

All RCLS property with internet access uses a technology protection measure to block, filter or otherwise protect against access to visual depictions that are obscene, child pornography or harmful to minors and to any other materials considered inappropriate for or harmful to minors.

Where it is available, public wireless internet access is also filtered, and all RCLS policies concerning legal, acceptable, and safe use of computers and the internet apply.

As is the case with any electronic media system provided by the County, RCLS users should not have an expectation of privacy when using any form of electronic media.

Supervising Computer Use by Children:

Access for all patrons will be filtered. Filtering software may not block all material users find offensive. Library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the internet. Parents and legal guardians are responsible for monitoring any and all internet use by minors. Consent given on the part of parents or legal guardians for a library card issued to minors constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all Library resources, including the public computers.

RCLS's use of filters is also in compliance with the Children's Internet Protection Act (CIPA) which was passed by Congress and signed into law by President Clinton in December 2000. This law requires that schools and libraries applying for e-rate discounts install filtering software that blocks access to visual depictions that are obscene, include child pornography, or include materials harmful to minors.

Internet Acceptable Use Rules for All Users

Use of library technology by each and every staff member, volunteer, or patron shall constitute that person's acknowledgment of and agreement to abide by this Internet Use and Safety Policy. Patrons are expected to adhere to all rules governing the use of the internet in libraries, including the duration and frequency of sessions. Patrons who violate library policy regarding the use of the internet or who behave

in a disruptive manner will be asked to either modify their use appropriately or have their internet usage access terminated. Patrons who are 18 years of age and over may, at their request, have the technology protection measure disabled during their use to enable access for bona fide research or other lawful purposes.

5.3.2 SOCIAL MEDIA GUIDELINES FOR PUBLIC

Comments, posts, and messages are welcome on RCLS social networking applications. While RCLS recognizes and respects differences in opinion, RCLS reserves the right to monitor and review content and relevance.

RCLS does not collect, maintain, or otherwise use personal information stored on any third-party social networking application in any way other than to communicate with users on that site, unless granted permission by users for RCLS contact outside the site. The purpose for contact outside the third-party site may include program promotion, reference help, or other similar activities. Users may remove themselves at any time from RCLS social media applications' "friends" or "fan" lists. RCLS will honor all requests (where technically feasible) to remove users from RCLS social media applications. Users should be aware that third-party websites have their own usage and privacy policies and should proceed accordingly.

RCLS reserves the right to delete posts that are objectionable or offensive in nature, not relevant or off-topic, inaccurate, that contain copyright violations, and those that violate the terms of service of a social networking application. Users may be barred from posting any subsequent messages and/or be blocked or otherwise removed from RCLS social media networking applications. Blocked/banned users may also be reported to the host social networking or the local authorities.

By posting on RCLS social networking applications, the user grants RCLS permission to reproduce comments, posts, and messages in other public venues. For example, a response to a Library YouTube book review may be quoted in a newspaper or on a Libraries website.

RCLS assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking application and does not endorse or review content outside RCLS social networking sites. Participation in RCLS social networking applications implies agreement with applicable RCLS policies and the Terms of Service of each individual third-party service.

SECTION 6: BUILDINGS AND FACILITIES

6.1 LIBRARY NAMING AND APPEARANCE

RCLS facilities are to be named after the community they are in (i.e. town name) and the function they serve (i.e. library).

While the RCLS buildings are open for everyone, it is not acceptable to loiter, or obstruct sidewalks, stairways, hallways, or general access areas. Hallways and common areas are for people coming and going into the building. Loitering, blocking these areas, or having loud conversations or making noise that unreasonably interferes with the use or enjoyment of other patrons is prohibited.

It is the goal of RCLS to maintain a clean and welcoming space for its patrons, visitors, and staff. The appearance of library facilities is an important part of service delivery. A building that is clean and uncluttered is an inviting and safe place to use and to work. An inspection of the exterior and interior of the facility is to be conducted daily by the Director, Branch Manager, or other designee. If any portion of the facility is not set at an acceptable standard, please make a report at the front circulation desk.

All display areas should be neat and free of clutter. Display items in public forum areas must meet all display criteria to ensure a tidy space (See Gallery and Display Policy).

6.2 GALLERY AND DISPLAY INFORMATION

6.2.1 DISPLAY POLICY

RCLS locations offer public forums for purposes that enhance RCLS's mission. Displays are for information about civic, cultural, educational, and recreational programs of likely interest to local patrons. The displays may include forms such as:

- Promotion of interest in the use of books and other library resources
- Information about community affairs, organizations, services, and activities

Civic groups, service clubs, nonprofit organizations and governmental units promoting free or nominal charge events are typical sponsors of these events. All postings must be authorized by the branch manager.

No political candidate or proposition displays, commercial advertising, or private events, such as yard sales, and "services provided," are eligible for display.

The term "display" is used collectively to include both physical and digital handouts, flyers, posters, and exhibit items. RCLS does not advocate or endorse the viewpoints of displays in public spaces.

RCLS reserves the right to reject materials that are awkward to display or take up disproportionate space. Displays are only allowed in designated areas, speak with your local staff to determine where these areas are as they are typically specified to one area. Other areas, such as service desks, study tables, walls,

windows, doors, and shelving end panels are strictly reserved for the displays of RCLS. RCLS or County displays shall have priority of use of available space.

6.2.2 DISPLAY REQUIREMENTS

- When available it is highly encouraged to give the library an electronic PDF version of displays
- Event materials may be placed no more than a month in advance of event date
- All items must identify the group or person responsible for distribution and provide a contact address or telephone number
- Displays may be discarded by RCLS staff after 30 days or the end of the event
- RCLS staff will relocate, rearrange, and remove materials as it chooses
- RCLS does not store any materials
- Active distribution, in which a person on site hands out materials, canvasses, solicits or petitions, is not allowed in the library
- Items to be posted/distributed must not be in violation of any federal, state, or local laws
- RCLS is not responsible for damage or theft of third-party displays

6.2.3 DISTRIBUTION OF RELIGIOUS AND POLITICAL MATERIAL

RCLS will not distribute unsolicited literature of religious or political content. Pamphlets and current issues of religious periodicals may be accepted as gifts in order for information on the beliefs and teachings of a wide range of faiths and sects may be readily available to the public and be shelved in an area designated by RCLS personnel. Such gifts should not be displayed in commercial cases provided by donors.

Gifts of religious or political materials that are regarded as ephemeral may be shelved together in a magazine or pamphlet file labeled "Gifts." Only current issues of such materials will be retained.

6.3 LOANED EXHIBIT ITEMS

Oral or written requests must be made to the Branch Manager for approval. Requests will be processed on a first-come/first-served basis, with scheduling priority given to Riverside County organizations and exhibitors who have not previously presented an exhibit.

The exhibitor/lender will complete the RECEIPT FOR DISPLAY ITEMS LOANED TO THE LIBRARY. Individual items will be listed on the back of the receipt.

RCLS assumes no responsibility for materials, equipment or any other article left by the organization, group or individual in the library and will not be liable for loss, theft, or damage thereto.

The library manager, or librarian-in-charge, will sign and date the receipt, retaining a copy for the library and providing the original to the lender or exhibitor.

The exhibitor is responsible for the installation and dismantling of the exhibit as scheduled. If the library must dismantle an exhibit because it is not removed as scheduled, the library is not responsible for any damages.

Exhibitors using exhibit cases or exhibit space assume liability and shall be liable for any damage resulting from said usage, as assessed by RCLS.

When items are returned to their owner, on or before the agreed pickup date, the owner shall sign and date the original form, noting that all materials have been returned.

If items are not picked up at the agreed time, RCLS will attempt to contact the owner twice in writing within sixty (60) days. If the owner does not respond after 60 days, the items will become property of RCLS to dispose of as it sees fit. In doing so, RCLS will follow its established practices for disposal for surplus property.

6.4 SAFETY INSPECTION

Safety for patrons, employees, and volunteers is of utmost priority to RCLS. The goal is to provide a safe, pleasant, and comfortable environment for all who visit any of the RCLS libraires. Inspections are conducted daily inside and outside of the facility. Please notify RCLS staff of any safety concerns or hazards on the premises.

SECTION 7: EMERGENCY PREPAREDNESS

7.1 TYPES OF EMERGENCIES AND EMERGENCY PLANS

7.1.1 TYPES OF EMERGENCIES

- **NATURAL**
 - Earthquake
 - Fire
 - Wildfire
 - Structural fire
 - Flood
 - Heat Wave
 - Hurricane
 - Landslide
 - Storms
 - Tornado
 - Volcano (Salton Buttes)
- **TECHNOLOGICAL**
 - Chemical releases
 - Power outages
 - Natural gas leak/explosion
 - Nuclear explosion
- **OTHER**
 - Industrial accidents
 - Incidents of intentional mass violence
 - Infectious disease outbreak
 - Incidents of community unrest
 - Suspicious objects
 - Bomb Threat

7.1.2 EMERGENCY PLANS

In the event of an emergency, follow these general guidelines to ensure the safety of yourself and those around you:

- Remain calm
- Find a safe space until danger has subsided
- Look for Emergency Exits
- Pull a fire alarm to evacuate building
- When it is safe to do so call 9-1-1
- Do not return to the building until it is declared safe
- Notify additional appropriate channels of emergency

SECTION 8: EQUIPMENT

8.1 CHECKING OUT EQUIPMENT

Some RCLS locations may have equipment that can be checked out. The types of equipment may include but is not limited to:

- Laptops
- Tablets
- Mobile Hot Spots

An RCLS library card is needed to check out equipment. Users and/or their parent or guardian assume responsibility for the equipment while it is in their care.

RCLS is not responsible for injuries or damages to personal property of individuals resulting from the use of this equipment.

Equipment must be returned with all accessories in the same condition it was checked out in. Cost to replace or repair the equipment will be charged to the patron. Malfunctions should immediately be reported to the library staff.

SECTION 9: PROGRAMMING AND OUTREACH SERVICES

9.1 PROGRAMMING

RCLS supports its mission of acknowledging the cultural diversity of our communities and providing educational opportunities through equal access to its programming. This policy is intended to cover library managed and library sponsored programs.

9.1.1 TYPES OF PROGRAMS

- Children's Programs
- Teen Programs
- Adult Programs
- Summer Reading Program
- Literacy Programs

RCLS programming is a fundamental component of library services that supports:

- Continuing education and lifelong learning
- Instructional design tailored to diverse local communities
- Bilingual programming
- Introducing patrons and non-users to RCLS resources
- Expanding RCLS's role as a community resource

9.1.2 PROGRAM CRITERIA

RCLS relies on the following criteria to determine the best use of resources, program topics, and speakers:

- Program quality
- Diversity and inclusion
- Community needs and interests
- Connection to local audience
- Relevance to RCLS collections, resources, or exhibits

RCLS partners with other community agencies and organizations as well as educational and cultural institutions to develop and present public programs. Professional performers and presenters may be hired for programs and will not be excluded from consideration because of their origin, background, sexuality, gender, religion, or ability.

Presentation of a program does not constitute the Library's endorsement of the content or views expressed by participants and it is not obligated to represent multiple and/or opposing viewpoints within any one program or series.

9.1.3 PROGRAM PARTICIPATION

RCLS programs are open to the public. Registration may be required for planning purposes or when space is limited, but attendees will not be required to share their personal information to attend a program. RCLS will not deny access to programs if patrons have overdue fees.

Accessibility accommodations are incorporated in planning but any need that is not anticipated may be requested.

9.2 School Tours

Tours are offered at any time of the year. Our busiest months are February, March, and April; therefore, we suggest scheduling your tour between October and January. For groups larger than 70 students, we suggest requesting multiple days or different times.

All School Tour requests must be organized through the library location where you wish to take your tour. Requests will be processed in the order in which they are received.

Staff guided and self-guided tours are offered to students in grades K-12. Reservations for groups of 10+ students must be made in writing at least two weeks prior to your visit.

If you must cancel a tour, please notify the library in which your tour was expected to take place as soon as possible. Please include the name of the group and the date of scheduled visit.

There are no indoor eating facilities for school groups, but some libraries have outdoor picnic areas that are first come first served.

All school tours are subject to the group visit policies outlined in section 2.2.

9.3 Library Connect Vans

RCLS operates mobile library vans, called Library Connect, year-round throughout Riverside County. The Library Connect vans provide programs and services to patrons who do not reside near a Riverside County Library and to areas where the programs and services are not offered or available in the local Riverside County Library location. The schedule of each van can be found on the RCLS [website](#) and will change seasonally to accommodate school and community schedules. Upon request, the vans may be available to attend community events.

9.3.1 LIBRARY CONNECT SERVICES

The Library Connect vans offer many services that include, but are not limited to:

- Learning Lounge – Just-in-Time literacy support services, such as resume, and job help
- Family Literacy Programs – Programs to develop literacy skills as a family, such as Raising a Reader and STEAM programs
- Adult One-on-One Sessions – One-on-one support to improve reading, writing, listening, speaking, and digital skills
- Adult Small Group Sessions – Support to improve reading, writing, listening, speaking, digital and job skills group
- Library Services – Book Check-Out/Check-Ins, holds pick-up/returns, and to get a library card
- Public Computers, Printers, and Wi-Fi

In addition to the code of conduct policy, the following rules will apply to all patrons during public stops:

- Patrons are not allowed inside of resource van

- Children 12 and under must be with an adult
- RCLS staff are not responsible for children during visits
- A valid library card must be used for check outs and use of the public computers and equipment
- Patrons will be asked to leave if rules are not followed

9.3.2 LIBRARY CONNECT SCHEDULE

Please note that the times are approximate. Stops may occasionally be delayed or canceled due to weather, vehicle maintenance, or traffic conditions. Library Connect vans will be closed in observance of all County holidays.

Please check the RCLS website for current updates.

SECTION 10: VOLUNTEER ORGANIZATIONS AND OPPORTUNITIES

10.1. FRIENDS OF THE LIBRARY

Many RCLS locations have a Friends of the Library (FOL) nonprofit organizations on site that support their correlating library and comply with the terms set in their Facility Use Agreement.

Operations may include:

- Administration
- Volunteer activities
- Donation solicitations
- Fundraising
- Book sales

Friends of the Library supports the betterment of the RCLS branches and programs. All monies raised apart from administrative needs are used exclusively to support the RCLS equipment, resources, technology, programs, and services.

No entity may speak or act on behalf of any other; however, all pledge a spirit of cooperation in the pursuit of the best interest of RCLS.

All fundraising and events conducted by Friends of the Library within individual libraries shall be consistent with the needs and objectives of RCLS and shall be regularly reviewed and approved by RCLS. Such programs and events shall include book sales, soliciting charitable donations from local businesses, applying for grant funding, and conducting fundraisers.

Any events, services, fundraising activities, and associated business conducted by Friends of the Library by utilizing RCLS assets or other resources must be pre-approved by RCLS.

RCLS will have the final approval in accepting or declining any and all gifts made to the library.

RCLS will ensure that the Friends of the Library are aware of the goals and direction of RCLS, and openly communicate with Friends of the Library regarding County and Library decisions.

10.2 LIBRARY VOLUNTEERS

RCLS encourages the collaboration of staff and volunteers to offer patrons the best service possible. Adults over the age of 18 are welcomed as volunteers. Adults volunteering in activities, assignments, or programs that are for children or teens are required to complete and provide the results of a Live Scan background check prior to starting a volunteer assignment. Youth under the age of 18 are also welcomed to volunteer. Please check with the branch to determine minimum age requirements.

RCLS does not accept volunteers for court-ordered community service.

10.2.1 VOLUNTEER GUIDELINES

Library volunteers enhance and enrich RCLS's programs and services. The following guidelines serve as clear communication for the roles and expectations of library volunteers:

- A library volunteer is defined as an individual who assists with regular work done at, or on behalf of the RCLS without promise, expectation, or receipt of compensation for work rendered.
- Both RCLS and the volunteer have the right to end the volunteer's association with RCLS at any given time.
- Upon direction of the Branch Manager, volunteers will have the opportunity to assist the staff with various tasks throughout the branch.
- All volunteers represent RCLS while involved in RCLS activities and dealing with the general public.
- All volunteers will be required to abide by the same policies that govern RCLS staff.
- Volunteers shall be recruited without regard to race, creed, color, origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, or any other legally protected characteristic.
- All volunteers are subject to screening and background checks.
- RCLS cannot guarantee volunteer placement upon applying.
- Volunteers are selected based on their qualifications in relation to the needs of the RCLS branch the volunteer has applied for. Volunteers are placed in positions best suited to their skills, interests, and availability.

Please visit your local library location to inquire about volunteer opportunities.

SECTION 11: PUBLIC RECORDS REQUEST

11.1 DISCLOSURE OF PUBLIC RECORDS POLICY AND PROCEDURES

11.1.1 PURPOSE

The following document establishes policy and procedural guidelines for disclosure of Riverside County Library System public records in accordance with the provisions of the California Public Records Act (Government Code Section 7920, et seq.).

11.1.2 POLICY

The Riverside County Library System honors its obligation under law to provide public access to public records while protecting individuals' rights to privacy.

It is the policy of the Riverside County Library System that public records are open to inspection at all times during the office hours of Riverside County Library System's Administrative Offices. It is also the policy of RCLS that, except for public records exempt from disclosure, a copy of reasonably described identifiable records shall be made available with minimal delay to the requesting party. An exact copy shall be provided, unless impracticable to do so.

11.1.3 DEFINITIONS

PUBLIC RECORDS

Includes any writing containing information relating to the conduct of the public's business prepared, owned, used, or retained by any state or local agency regardless of physical form or characteristics. "Public records" in the custody of, or maintained by, the Governor's office means any writing prepared on or after January 6, 1975.

EXEMPT RECORDS

- Records that are privileged or required to be kept confidential by federal law
- Records that are privileged or required to be kept confidential by state law
- Library registration and circulation records, including but not limited to records that can be used to identify a library patron with specific library items or materials. This exemption does not apply to records of fines imposed on borrowers that do not identify a library patron with specific library items or materials.
- Records pertaining to pending litigation to which the library is a party
- The work product of any attorney representing the library
- Personnel, medical or similar files, the disclosure of which would constitute an unwarranted invasion of personal privacy
- Test questions, scoring keys and other examination data used in administering an examination for employment
- Scores of tests if the person is identified by name and has not consented to the release of his/her scores
- Computer programs, computer codes, computer filing systems, and other software that are owned by the library or entrusted to it
- Administrative or technical information that would jeopardize a security or recordkeeping system
- Records that are intra-agency or interagency advisory or deliberative material

- Records containing trade secrets, e.g., contracts, including products for which the vendor has specified in writing that information about the development of the item is to remain confidential
- Diaries, journals, or other personal notes
- The identify of a donor of a gift made to the library if:
 - the donor requires nondisclosure of his or her identity as a condition of making the gift; or
 - after a gift is made, the donor or member of the donor's family requests nondisclosure

IN ADDITION, any record not expressly exempted by the Public Records Act is nonetheless exempt if the public interest served by not making the record public clearly outweighs the public interest served by disclosure of the record.

11.1.4 PROCEDURES

- All requests for copies of public records must be made in writing addressed to Library Administration. All requests must be made with sufficient clarity to reasonably describe an identifiable record. Requests not meeting these criteria may be returned. Library staff shall assist the requestor to make a focused and effective request.
- The Library Director (or his/her staff designee) shall determine if the record is exempt from disclosure.
- All records not exempt from public disclosure under the Public Records Act shall be made available for inspection by any person during Library Administration office hours. Whenever possible, records will be made available at the time of the request. Reasonable restrictions may be imposed upon general requests for voluminous classes of documents. Copies will be provided unless, 1) disclosure would infringe a copyright, 2) the records are exempt from disclosure, or 3) the volume of requested records would substantially impair Library Administration's day-to-day operation. If at the time of the request, the duties of Library staff or the amount of material to be located or copied or other matters make immediate inspection or copying of the requested materials unreasonable, the Director, Administrative Services or his/her staff designee shall inform the requestor and make arrangements to have the inspection or copying performed at a later time.
- Examination of records shall be conducted in such location and under the supervision as the Director, Administrative Services or his/her staff designee deems reasonably appropriate to safeguard the records and maintain the efficient conduct of business.
- In accordance with Government Code Section 7922.535, the library shall, as soon as reasonably practicable, but within ten (10) days after receipt of the written request, notify the requestor of the determination of the request, and the reason thereof.
- No fees may be collected for requests for inspection only of public records. However, the public may request copies of public records and the library may charge a fee to cover the direct cost of reproduction. Such fees shall be set in the Library Fee Schedule (2.9).
- Any money collected for the costs of reproduction shall be recorded as a cash transaction and deposited as revenue.

11.1.5 COSTS FOR REPRODUCTION

A fee shall be charged for the cost of reproduction of any public record made upon request, at the rates established in the libraries found in section 2.9 unless a different charge or no charge is mandated by federal or state law.

The requestor of the public record shall make payment to the Library Director or staff designee, who shall

certify the amount paid on the form provided and return a duplicate thereof to the requestor. The Library Director (or staff designee) shall then provide to the person the copies requested.

11.1.6 REFUSAL FOR DISCLOSURE/REVIEW

In such case that the Library Director (or staff designee) determines that the requested record shall not be disclosed, the Library Director (or staff designee) shall state the reason for refusing disclosure to the requestor.

A requestor who is dissatisfied with the determination of the Library Director or staff designee may appeal the decision to the Library Director in writing within ten (10) days of the decision.

Within ten (10) days after receipt of an appeal, the Library Director shall consult the legal counsel as appropriate, and confirm or reverse the decision. The requestor shall receive in writing a copy of the Library Director's determination.

11.1.7 REQUIREMENT FOR POSTING

A copy of this policy shall be posted in a conspicuous location and made available upon request to any person, free of charge.

Exhibit "A"
Office of Economic Development - County Free Library
2024-2025 Rates

Division: County Free Library

Interlibrary Loan	FY 2017-2018	FY 2023-2024	%Change
Interlibrary Loan <i>(plus charge imposed by the lending library, if any)</i>	\$5.00	\$5.00	0%
Copying Machines/Network Printers			
Photocopy copies, per page - Hard copy-black & white	\$0.15	\$0.15	0%
Photocopy copies, per page - Hard Copy-Color	\$0.75	\$0.75	0%
Scanning documents	\$0.05	\$0.05	0%
Meeting Room Use			
	Free-2hrs	Free-2hrs	
Rental for Non-Profit or Governmental Entities	\$25.00 per additional hour	\$25.00 per additional hour	0%
Rental for Private Use	\$25.00 per hour	\$25.00 per hour	0%
Cleaning costs	\$25.00	\$25.00	0%
Piano tuning	\$140.00	\$140.00	0%
Borrower's Cards			
Visitor's Card Fee (per 12 months)	\$10.00	\$10.00	0%
Replacement for lost or damaged card	\$1.00	\$1.00	0%
Overdue Fines (daily fine after loan period)			
Books, Hardback - Adult <i>(loan period 14 days - maximum fine \$5.00)</i>	\$0.25	\$0.00	-100%
Books, Hardback - Juvenile <i>(loan period 14 days - maximum fine \$3.00)</i>	\$0.10	\$0.00	-100%
Books, Paperback - Adult <i>(loan period 14 days - maximum fine \$5.00)</i>	\$0.25	\$0.00	-100%
Books, Paperback - Juvenile <i>(loan period 14 days - maximum fine \$3.00)</i>	\$0.10	\$0.00	-100%
Periodicals - Adult <i>(loan period 14 days - maximum fine \$3.00)</i>	\$0.25	\$0.00	-100%
Periodicals - Juvenile <i>(loan period 14 days - maximum fine \$3.00)</i>	\$0.10	\$0.00	-100%
Non-Circulating materials <i>(if special loan allowed, loan period varies - maximum fine \$25.00)</i>	\$5.00	\$0.00	-100%
Audio Cassettes, Compact Discs & Playaways - Adult <i>(loan period 14 days-\$5.00 maximum)</i>	\$0.25	\$0.00	-100%
Audio Cassettes, Compact Discs & Playaways - Juvenile <i>(loan period 14 days-\$3.00 maximum)</i>	\$0.10	\$0.00	-100%
Video Cassettes & DVDs - Adult <i>(loan period 14 days - maximum fine \$5.00)</i>	\$0.25	\$0.00	-100%
Video Cassettes & DVDs - Juvenile <i>(loan period 14 days - maximum fine \$5.00)</i>	\$0.25	\$0.00	-100%
Lost or Damaged Materials			
Cataloged Materials (Books, Cassettes, Compact Discs, Videocassettes, & DVDs, Taped Books, Books on CD) Replacement	Cost of Item or Entire Set + \$10.00 (non-refundable) Processing Fee	Cost of Item or Entire Set + \$10.00 (non-refundable) Processing Fee	0%
One audio tape or one CD of a Taped Book or Book on CD set replacement (if available)	\$8.00	\$0.00	-100%
One audio tape or one CD of a Taped Book or Book on CD set replacement (if NOT available)	Cost of Item or Entire Set (if unavailable)	\$0.00	-100%
Repair Fee - In-house	\$5.00	\$0.00	-100%
Damaged CD Jewel case	\$1.00	\$1.00	0%
Damaged CD double jewel case	\$2.00	\$2.00	0%
Damaged Audio cassette case	\$1.00	\$0.00	-100%
Damaged DVD case	\$1.00	\$1.00	0%
Damaged Videocassette case (shell)	\$2.00	\$0.00	-100%
Damaged Videocassette case (outside)	\$1.00	\$0.00	-100%
Damaged Audio Book and Books on CD albums - 1-2 capacity	\$3.50	\$3.50	0%
Damaged Audio Book and Books on CD albums - 3 capacity	\$4.00	\$4.00	0%
Damaged Audio Book and Books on CD albums - 4-5 capacity	\$5.50	\$5.50	0%
Damaged Audio Book and Books on CD albums - 6-10 capacity	\$6.00	\$6.00	0%
Damaged Audio Book and Books on CD albums - 12-16 capacity	\$7.00	\$7.00	0%
Damaged or lost Barcode	\$0.50	\$0.50	0%
RFID tags	\$1.00	\$1.00	0%
Damaged or Lost Mobile Hot Spot	\$0.00	\$60.00	100%
Damaged or Lost Chrome Book/Laptop Computers	\$0.00	\$200.00	100%
Damaged Chromebook Screen	\$0.00	\$100.00	100%
Damaged or Lost Chromebook Charging Cord	\$0.00	\$10.00	100%
Damaged or Lost Chromebook Case	\$0.00	\$20.00	100%
Lost and Paid Refund			
Cost of Item (less the processing fee) unless the lost material charges are due to a library error and then the customer should receive a total refund.			

Edward - Dean
MUSEUM & GARDENS

Policy Manual

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MUSEUM & GARDENS

Edward-Dean Museum Mission

The Edward-Dean Museum is committed to preserving and protecting its collection of 16th-20th century decorative arts, fine arts and historical artifacts to enrich their surrounding community and provide a place for social, cultural, and educational enrichment.

Our Story

Edward Eberle began acquiring art at age eighteen while working in Los Angeles in the early 1930's. Although employed at Old Farmers and Merchants Bank, his real passion was art and antiques. Prior to World War II Eberle worked as a chauffeur for Mr. Guy Mitchell. The two traveled throughout Europe until the onset of war.

In 1945, Eberle opened an Antique Gallery in Los Angeles with his business partner Dean Stout. During his time in Los Angeles he worked for William Randolph Hearst, living at the Hearst Castle for a period of time.

In the early 1950's, Eberle purchased the property that is now the Edward-Dean Museum. With the help of friend Guy Mitchell, Eberle and Dean began work at the site. The Museum structure was designed by architect Benjamin Rabe and the grounds by Dean Stout who was a landscape architect by profession.

At completion, the Museum and library looked as they do today. The Museum was run as a private enterprise until 1964, at which point Eberle gifted the property to Riverside County. Improvements have been implemented over the last 50 years, including the Kay Cisneros's Cultural Center and Legacy Rose Garden. Dean Stout died in 1964 and Edward Eberle in 1980.

Edward - Dean

MUSEUM & GARDENS

Collection Management Policy

Purpose of Collections Management Policy

The museum is dedicated to the development and care of its collection. The Collections Management Policy provides a framework to ensure the preservation, safety, and integrity of the Museum's collection as well as summarizing standard policies and identifying respective roles and responsibilities of staff.

This Collection Management Policy will ensure that the Museum will:

- Document and account for all pieces in the collection.
- Protect, secure, care for, and conserve through preventative and intervening conservation of the collection.
- Properly accession and deaccession items according to the policies of the Museum.

Scope of Collections

The Edward-Dean Museum's collection spans several centuries of art and artifacts from cultures around the world. The museum's foundational collection was gifted by its founders Edward Eberle and Dean Stout. Through donations, gifts, and other acquisitions the museum's collection has grown to over 3,000 artifacts and over 2,000 books. Edward Eberle and his partner Dean Stout designed the museum to resemble the elaborate houses they had toured in Europe. The museum is divided into five rooms showcasing 16th-19th century decorative arts and furniture. The museum has expanded its collection to include objects from all around the world including India, Japan, and China. With other donations, acquisitions, and gifts expanding on Edward and Dean's initial collection, the museum now houses a collection of fine arts and historical artifacts that span several millenia of world history. In addition to the collection, the Edward-Dean Museum houses a research library with an emphasis on art historical research.

The Edward-Dean Museum makes a commitment to preserve the works that it currently houses and to embrace growth into an institution that can not only house the wonders of the world, but can work with the local community as well. We are committed to working in partnership with the community to build a collection that is diverse, and reflects the core values and history of the city of Cherry Valley and the larger community as a whole.

Collections Care

Collections care, protection, and preservation is a core responsibility of the Edward-Dean Museum. The Museum shall provide a safe, stable, and appropriate environment for its collections both on display and in storage with effective security and climate control.

- Appropriate standards of handling to preserve artifacts shall be maintained.
- The Museum recognizes the importance of carrying out preventative maintenance for the collection. The Museum makes a commitment to re-house, conserve, examine, and document condition reports of all artifacts in order to achieve the best possible state of preservation.
- The Museum is committed to open access to its collections and shall balance this commitment with the care needed to ensure the collection's longevity. The Museum's staff collaborates to make the collection accessible to the public through installation, featured exhibits, and educational programming.
- All collections care will be carried out in accordance with professional guidelines.

Curatorial Staff With the Addition of Museum Staff

The Curatorial Staff is responsible for the daily management of the Edward-Dean Museum collection. Their responsibilities include collections care, conducting research, making recommendations to the Collections Committee for conservation, acquisitions, and deaccessioning items, as well as overseeing the overall documentation and inventory of the collection.

Collections Committee

The Collections Committee serves as an advisory and advocacy board, actively promoting the Museum, and seeking gifts and purchases aligned with the mission of the Edward-Dean Museum. Additionally, the committee advises on accessions and deaccessions. Each object proposed for accession or deaccession undergoes evaluation and voting by the Collections Committee.

The Collections Committee must include at least four members which include the following people:

- Riverside County Operations Manager or County designee
- Two Museum employees
- Friends of the Edward-Dean Museum representative

ACQUISITION

Basic Principles

The Museum will consider items that are gifted, bequeathed, or aquired to enter the Museum's permanent collection if the item(s) coincide with the Museum's mission statement. All items will be reviewed by the Collections Committee and a determination will be made whether the item(s) will enter the permanent, educational or temporary collection.

Section 1: Acquisition Policy

The Edward-Dean Museum considers items that are gifted or bequeathed as part of a will or trust for inclusion in the Museum's permanent collection provided they align with the Museum's mission statement. Items that are purchased or aquired by staff for the enhancement of the Museum's collection are also considered for inclusion in the collection prior to purchase or acquisition. All items undergo a review by staff who present a recommendation to the Collections Committee for review and consideration. Accessioning is defined by the Museum as the process of transferring ownership of an acquisition to the Museum, which includes recording the acquisition and placing it within one of the Museum's permanent collections.

Selection Process in Acquiring Items

- Verify current ownership and that the current holder is legitimately able and willing to transfer legal title. The Museum does not accept items as a permanent loan or by any agreement where the donor retains control of the title.
Verify the object's provenance. Provenance is defined as the ownership history of an object. Verify that the history of the object is acceptable and that the object has not been illicitly sold or traded.
- When acquiring an item, consider the following: origin, provenance, age, ownership history, relevance, condition, transport cost, immediate and long-term conservation costs, documentation and research time, labor, and costs, Museum's ability to store and safeguard the item, and the importance and long-term value of the item.
- Prior to acquiring an item, be aware of the terms and conditions of any funding sources involved with the acquisition. If the donor wishes to sell the item, then consider available acquisition funds. Also consider consequences for the Museum in the event the item must be returned to the rightful owner if it later emerges that the item was illicitly traded.
- If the item is not suitable for the permanent collection, Museum staff, in consultation with the Collections Committee, will decide whether the item(s) will enter the non-accessioned educational collections or be declined. Carefully

examine the implications of, and record the reasons for, accepting items into these categories.

- Ensure the donor is aware that the item(s) cannot be stored on the Museum site until the acquisition is formalized.

Approval Process

- For all acquisitions, the Curator or Museum Staff member recommending the work of art or artifact to be added to the collection will write a detailed proposal that includes photos and present the proposal to the Collection Committee.
- The Collection Committee will deliberate on the proposed object, and subsequently vote on if it is accepted into the collection.
- If the object is thus accepted, Museum Staff will take next steps to accession the object.

Section 2: Donations, Gifts, and Bequests

2.1 Unwanted Offers

a. The Museum is under NO obligation to accept an offer of a gift or a bequest. If the items offered do not meet the criteria set forth in Section 1, refuse them firmly and tactfully while explaining the reasons why. The Edward-Dean Museum will make this clear in writing. If this is not done, the Edward-Dean Museum may inadvertently become the legal owner by default.

b. Discourage and refuse unsolicited offers and donations, often anonymous, in writing and return unwanted item(s) to donors even if the Museum has been advised that they need not be returned.

c. With prior agreement from the donor, it may be appropriate to accession only a selection of the items offered and accept others only on the condition that the Edward-Dean Museum does not have to retain them.

d. Objects that have been "abandoned" at the museum will not be considered for acquisition until an owner or donor can be located. Abandoned objects are defined as objects that have been left onsite without speaking to staff or leaving contact information. The museum is thus responsible for taking due diligence in attempting to return the objects to its owner or to research provenance history on the object.

2.2 All Types of Donations

Ensure the donor is aware of the value and cultural significance of the proposed gift.

2.3 Unconditional Donations

Make very clear to the donor the terms on which the Museum is willing to accept the item(s). To prevent future misunderstanding, stress that the item(s) may not be on permanent public display and that title will be permanently transferred to the Museum.

2.4 Conditional Donations

If the donor wishes to apply conditions to the gift, carefully consider the resource and other management implications before deciding whether to proceed with the acquisition. The Collections Committee must agree in advance to accept any conditions as the Museum will then be responsible for ensuring they are carried out in perpetuity. Record the wishes of the donor and put in place administrative mechanisms to ensure compliance.

Section 3: After Acquisition

- After acquisition is approved, the transfer of title documentation should be properly completed and the Museum retains the item in perpetuity.
- Update the Museum's records, including the physical file folders. Input all records into the Museum's collection management software.
- Display or store the item(s) in appropriate conditions.
- Staff are responsible for updating all necessary records as well as assigning the acquisition a collections number.
- If the item(s) is a gift, send a letter of acknowledgement to the donor and any appropriate tax deduction documents.
- Report all acquisitions to Riverside County Library System (RCLS) management for prior approval (which includes the assignment of asset numbers), at least annually. This will enable the governing body to be aware of the long-term resource implications and to demonstrate the acquisition policy has been adhered to.

DEACCESSIONING

General Principles

Deaccessioning results in removing an item(s) from the Museum collection. Before removal, the item will go before the Collections Committee and be considered for disposal by sale, donation, or exchange. Any item that is deaccessioned should be done solely for the advancement of the Museum's mission. The criteria for determining whether an object should be deaccessioned include, but are not limited to, the following:

- The object is not pertinent to the mission of the Museum or has little value in the Museum's collection.
- The object is redundant or a duplicate and determined to be below quality level.
- Objects that have been forged or misrepresented by the seller. A forgery is a work that is intentionally made or sold for the purpose of defrauding buyers, or that has been altered in a manner to falsify authenticity of an object.
- Objects are damaged or deteriorated and the Museum is unable to conserve the object in a reasonable manner.
- The Museum cannot provide adequate storage or care for an object for the long term.

Any funds received from deaccessioned works shall be used to fund collection improvements, other acquisitions or go towards educational programming at the Museum.

Section 1: Deaccessioning Items

The curator along with the members of the Collections Committee will determine whether an object may be considered for deaccessioning based on the guidelines provided. Curatorial Staff may present an artifact to be deaccessioned based on the guidelines provided here. The curator will present a detailed proposal to the Collections Committee prior to starting the formal deaccessioning process. In the event a member of the Collections Committee has proposed an item for deaccessioning, they will get all the information about the item from the curator, fill out the forms, and present them to the next Collections Committee.

1.1 Recommendation for Deaccession Form

The curator will initiate a Recommendation for Deaccession Form for each item or group of related items. This justification will include the following:

- Evaluation of the object's history
- Significance and position in the collection
- Deaccession condition report
- Options for a plan of disposal

The curator will complete the sections that identify the item, discuss origin, valuation, reasons for deaccessioning, and disposal.

Approval from Collections Committee to proceed with deaccession is required. The Collections Committee will review the recommendation form and will vote on how to proceed with all requested items to deaccession.

1.2 Review of Records

Collections Committee will review and examine the object's records to determine whether the Museum has proper legal title and will review the donor information pertaining to the object.

1.3 Appraisal

For objects of value, a monetary appraisal from an outside appraiser will be required to determine the value of the object. The Collections Committee will vote if an appraisal is necessary for any object recommended for deaccessioning.

1.4 Final Review

The curator will give all proposed deaccessions to the Museum manager to review prior to presenting before the Collections Committee.

Section 2: Disposal, Sale, and Transfer of Items from Collection

2.1 Overview

Sometimes called disposition, the process of transferring a deaccessioned item out of the Museum site should be considered a separate task (with its own motives and reasons) from deaccessioning. A Museum still owns a deaccessioned object until it disposes of it but no longer holds it in the public trust.

2.2 Proposal of Options

At least three options should be proposed at the Collections Committee meeting when presenting the final deaccession proposal. Common options are gift it to the non-profit support group Friends of the Edward-Dean Museum (to be sold or used for the benefit of the Museum as a whole), sell or auction off, or donate to another Museum or institution. Disposal in the strictest sense (discarding it), is to only be done if no other options are available.

2.3 **Final Decision and Execution**

The Committee will discuss the proposal, but the curator, or Museum Curatorial staff will select and coordinate an option, which will be disclosed at the final deaccession meeting. If applicable, an "Object(s)/Collection(s) Outgoing Transfer of Title Form" must be filled out and signed by both parties.

Edward - Dean MUSEUM & GARDENS

Artifact Handling Policy

Basic Principles of Handling Artifacts

The Edward-Dean Museum staff will handle artifacts only when necessary. The oils, acids and salts in human skin will damage most types of material over time. Necessary times for handling an artifact are for cleaning, moving for conservation purposes, installation for an exhibition, setting up for an event in the Museum, and re-housing an artifact to storage.

Museum Staff will not handle artifacts without proper artifact handling training provided by a supervisor. The Curatorial Storage will be locked at all times unless a member of the Curatorial Staff is inside. Non-Curatorial staff members are prohibited from accessing the storage area without the presence of a Curatorial-staff member. This is for the safety and protection of the collections.

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MUSEUM & GARDENS

Temporary Exhibit Policy

Basic Principles of Temporary Exhibits

The Edward-Dean Museum has multiple rolling exhibitions and programs throughout the year to provide new and unique learning experiences to visitors. Exhibits are augmented by programs geared toward all visitors. These exhibitions will display pieces from the Edward-Dean collection and other lenders to cover diverse subjects in a manner that combines the highest aesthetic standard with engaging and educational presentations for our guests.

Section 1: Incoming Loans

- Museum staff will acquire works of art from appropriate lenders to enhance its collection holdings and exhibits.
- A list of loaned items will be compiled and presented to the Collections Committee for each exhibit. A list of all loaned items including a description and value will be compiled for insurance purposes. Each item will be assigned a temporary loan number and a detailed report will be made on the description and condition of each item.
- The objects will not be lent to a third party without the advance written consent of the lender.
- The objects may be photographed only with the permission of the lender.
- The Museum is responsible for packing, transportation, insurance, and all other factors of the loan, unless otherwise stated.
- The Museum is responsible for returning the loan at the time specified by lender, unless otherwise stated in writing.
- If the lender requires proof of insurance, Museum staff will provide that to the lender in writing through the County of Riverside Risk Management office.

Section 2: Donor Requirements

- Lenders must provide insurance value on each piece loaned to the Museum.
- Lenders must complete all paperwork associated with the loan prior to the transportation of the loan to the Museum.
- Lenders are required to complete and sign the Temporary Loan Agreement.

- Lenders must provide history on the object for loan including but not limited to authenticity, provenance, and condition reports.

Section 3: Outgoing Loans

Artifacts from the collection may be loaned to other qualified institutions to enhance knowledge and understanding of the artifacts for temporary or traveling exhibits. The safety and preservation for the proposed object must be primary consideration. Each request will be considered on a case -by-case basis.

- An object must be in stable condition and able to withstand handling and transportation during the loan period.
- Borrowers must agree to the Museum's terms and meet the Museum's environmental, security, and professional standards.
- The borrower will be responsible for all costs related to the loan.
- The museum will only lend works of art to which it possesses a clear title.
- Museum Staff will present the loan request to the Collections Committee for approval. The Committee will deliberate and accept or deny the loan request. All requests will be approved by committee but handled and facilitated by Museum staff.

Section 4: Staff Roles

- Museum staff will provide expertise based on knowledge of the collection. Staff will make a list of artifacts within the Museum collection that are pertinent to each exhibition. Together, the curator and the exhibit designer will determine which artifacts will pertain to each exhibition.
- Museum staff are responsible for visual appearance and coherence of the exhibit. Their expertise assures that the material is installed in an appealing, understandable, and attractive manner.
- Museum staff will include an educational component for each exhibit. Museum staff will establish programs and activities that enrich and enhance the exhibit.
- Museum staff will be responsible for research, preparation, transportation, installation, de-installation and document control for all exhibits.
- Museum staff will work collaboratively to establish shared goals and objectives for the exhibition. Management will share and balance authority and responsibility for the exhibition's vision, and reach agreements by consensus of the team.

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MUSEUM & GARDENS

Photography Policy

Basic Principles of Photography

The Museum has set forth this policy to protect the collection being photographed as well as ensure the safety of visitors while photography is occurring. There are certain guidelines that must be followed when photographing inside the Museum. Photographs are allowed for personal use only.

Section 1: Visitor Code of Conduct

Handheld cameras, video cameras, and camera phones are welcome but are subject to the following:

- Photographs and videos are for personal use only and may not be sold.
- Professional shoots, including wedding, engagement, and modeling, are not permitted without prior permission
- Natural light only; no flash or other supplemental light.
- Tripods, monopods, selfie sticks, handheld microphones, and other external equipment are not permitted.
- Cameras must be kept a minimum of 18 inches away from artwork and may never be held over a piece.
- Photography in galleries with special exhibitions is allowed unless a sign or a symbol is posted prohibiting photography.
- Staff reserve the right to stop or deny photography at any time.

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MUSEUM & GARDENS

Code of Ethics

Purpose of the Code of Ethics

The Edward-Dean Museum (EDM) is dedicated to validating the basic policies and procedures that guide the development and care of the Museum's collection and ensuring that they are consistent with the mission of the Museum and with professional Museum standards. The EDM also desires to present and promote transparency, integrity, and responsibility in all its actions. Procedures to be implemented by this policy will be written in detail. Staff can reference at any time and will be reviewed as part of new employee orientation.

The EDM also strives to maintain public trust, engagement, and respect. In this vein, Museum staff must document all actions and decisions regarding the collection in the hard files, and in the Collection Management System, and shared digital files as necessary. This assures the public that all decisions and actions were sound and justified.

In accordance with the mission statement, members of the EDM's professional community comply, in all their activities, with applicable local, state, and federal laws and international conventions, as well as with the specific legal standards governing trust responsibilities.

Aside from legal standards, those responsible for ensuring that the EDM carries out its public trust must seek to uphold the American Alliance of Museums' (AAM) *Code of Ethics*. The full text of the AAM code is in Appendix A of this document. Museum Staff should be proactive, not reactive, in all areas of Museum ethics.

Governance

At the highest level, the Riverside County Board of Supervisors is the Museum governing authority. There are five elected members of the Board of Supervisors, representing each of the five supervisorial districts in the County. The Board of Supervisors delegates authority over the Museum to the Director of the Riverside County Office of Economic Development, who in turn delegates strategic operations of the Museum to the Chief Librarian, who works in collaboration with Museum staff.

Staff Responsibilities

By clarifying ethical responsibilities, the Edward-Dean Museum strives to establish a collective understanding of the mission and respective roles of those who work at the Museum or are affiliated with it, including governing authorities, staff, volunteers, and other paid or non-paid staff. Hereafter, "Staff" refers to all such individuals.

Employment by, or affiliation with, the Museum involves the responsibility of public trust and loyalty. Staff should act with due recognition and diligence of this position and with integrity and in accordance with the most stringent ethical principles, in addition to the highest standards of objectivity. All Staff should:

- Understand and support the Museum's mission and policies, including artifact handling and photography.
- Comply with applicable local, state, and federal laws and international conventions.
- Endeavor to serve the best interests of the Museum and the public without regard to ideological preference.
- Not use or attempt to use affiliation with the Museum or its staff to obtain financial gain or avoid financial expenses. This also applies to a relative or member of the individual's household, or any business with which the individual, relative, or member of the household is associated, if the financial gain or avoidance of financial detriment would not otherwise be available except for the individual's position with respect to the Museum.
- Avoid actual and potential conflicts of interest and the appearance of conflicts of interest, including neither soliciting nor accepting personal gifts from individuals or corporations.
- In the event that an actual, potential, or apparent conflict of interest arises, the individual shall:
 - Disclose it in writing to the Chief Librarian
 - Abstain from deliberations and voting on the matter, to the extent appropriate to avoid an apparent conflict or as otherwise required by law in the event of an actual conflict.

A. Conflict of Interest:

Because personal or professional activities undertaken by staff could conflict with Museum interests, personal activities are not conducted on Museum time. Staff may not use their position or affiliation for personal gain or to promote activities contrary to the interest of the Museum. The reputation and name of the Edward-Dean Museum and County of Riverside are valuable assets that cannot be exploited for the advantage of any other person or entity.

When speaking on a public issue that is not conducted on Museum time, staff should be sure to do so as a private individual and not as a representative of the Museum or the County of Riverside. When volunteering for commercial groups or public service organizations, staff are required to clarify that they are not acting in an official capacity as a representative of the Museum or the County.

Staff may not exploit their Museum affiliation to promote their own or any other collecting activities and events. No staff shall compete with the Museum for ownership or other interests in collections or individual objects or use their Museum affiliation to promote their own or an associate's personal collecting activities.

Acceptance of these conditions is necessary to maintain public confidence, trust, and loyalty in Museums and County sites. In addition, specified positions are required by County code to execute and maintain annual conflict of interest statements in accordance with the conflict of interest policies.

B. Gifts, Favors, Discounts, and Dispensations

Staff cannot accept gifts, favors, loans, other dispensation, or anything of value that are available to them in connection with their duties to the Museum that would violate any County policy and state or federal law. Gifts include discounts on personal purchases from suppliers who sell items to furnish services to the Museum, except where such discounts are regularly offered to the general public. Gifts can also entail offers of outside employment or other advantageous arrangements.

Professional Practices for Museum Staff

A. Truth of Presentation:

Museum staff members are responsible for the accuracy and objectivity of their research, public interpretation, content of written descriptions, as well as cataloging and documentation of the collection under their care.

The Edward-Dean Museum has items from different cultures by design. Historical collections and items should be acquired, cared for, presented, displayed, described, and interpreted with sensitivity to their cultural origins. All efforts should be made by Museum staff, as well as all Staff, to be transparent about and representative of these origins.

Museum staff members are also responsible if other staff prepare materials under their supervision. Plagiarism of unpublished ideas, data, or research pertaining to the Museum's collection is prohibited, and published research must be properly cited.

Exhibits and programs may not perpetuate myths or stereotypes. All educational information and materials require approval by Museum Staff.

B. Ownership of Data:

All materials (i.e., records, images, interpretation text, manuscripts) developed by Museum staff while carrying out their responsibility as employees of the Museum are considered property of the Museum. Authorship is cited when appropriate. The Museum encourages and respects human-based viewing, research, access, and use of its cultural materials, including the research library.

The Museum is entitled to receive any fees, royalties, or honoraria earned by Museum staff while carrying out their job responsibilities or while representing the Museum. Museum forms and contracts should clearly state if images or information about Museum items can be used in presentations and research, such as images regarding intervening conservation projects.

C. Outside Employment:

Museum staff may not take advantage of their Museum positions for personal gain or appear to compromise the integrity or name of the Museum or the County. Therefore, Museum staff shall not engage in outside employment that could affect or be perceived to affect their ability to perform regular job duties, including conflicts of interest. If there is any question regarding this requirement, Museum staff should confer with their supervisor.

Approval of the Museum Manager is not required for projects involving personal scholarly activity exclusively on personal time. Outside employment unrelated to one's job duties at the Museum is also permissible if it does not interfere with regular duties and does not conflict with the Museum's mission or operations.

Collection

The Museum's obligation to its collection is of most importance. Maintenance of collection information in orderly and retrievable forms is a central obligation of collections management and staff, especially curatorial staff members. Physical care and accessibility of the collection must be in keeping with professional best practices and standards. The collection should be accessible and utilized for the creation and dissemination of knowledge without placing the collection in jeopardy.

All items accepted by the Museum shall be relevant to the mission statement and should be properly documented, housed, stabilized, conserved, protected, and maintained in physical and digital manners. Staff shall delegate important curatorial, stabilization, intervening conservation, and other professional Museum responsibilities to persons/professionals who have appropriate knowledge, training, skills, and who are adequately accomplished and trustworthy as well as supervised when necessary/given the opportunity.

Staff are prohibited from using items from the collection or temporary on-loan items in their residencies or for any other personal purpose. Staff are prohibited from acquiring by purchase, even at public auction, objects deaccessioned from the Museum's collection.

A Curatorial Staff member must be present at all times when a non-employee or non-Curatorial staff member requests to enter or use items in the Collections Storage.

Condition reports of items, including a record of their past intervening conservation treatments, should be maintained in digital and physical files. Appropriate steps should be taken regarding unstable items to mitigate potential hazards to staff, Museum visitors, and property.

A. Deaccessioning:

- The EDM Collection Management Policy covers the acquisition, deaccessioning, and disposal of objects. Staff should review and understand this policy to the degree it pertains to their duties.
- Deaccessioned objects may not be acquired directly or indirectly by members of the Museum's governing authority, employees, or volunteers, nor should there be an institutional or personal gain or benefit of any kind.
- No representative of the Museum may benefit from disposals from the Museum collection as well.
- Multiple options should be considered and presented for the disposal of items, including a transfer to another institution whose mission statement better matches the item.
- Proceeds from the sale of deaccessioned materials through sale, trade, or research purposes may only be used for acquisition and the direct care (including stabilization and intervening conservation) of the existing collection that enhances its life, usefulness, availability, reference, or quality. This does not include institutional operations.

B. Authentication, Valuation, Appraisals, and Dealing:

Written certificates of authenticity or valuation and opinions regarding the monetary value of objects may not be dispensed by any Staff. These records should be in a safe and secure location onsite.

Staff may not recommend any dealer, auctioneer, or other such person to a member of the public. It is, however, acceptable to keep and distribute a list of reputable experts. The latter can include appraisers for the EDM's public appraisal events, such as those hosted by Skinner Auctioneers and Appraisers. No Staff may participate in dealing similar objects held in the Museum's collection.

C. Tax Issues:

Staff may not provide tax advice as it pertains to Museum donations. Donors requesting such advice should be referred to their own tax counsel.

Revenue Producing Activities

The EDM also serves as a wedding and events venue. Activities that involve the marketing and sale of products, programs, services, and facilities in any way are acceptable ways to produce revenue and increase public awareness of the Museum.

- No revenue producing activities should violate or compromise the integrity of the Museum's mission or purpose. These activities should not hinder the ability of the Museum or staff to meet professional standards, including item care and safety.
- Control of the intellectual content of products (i.e., exhibitions, publications, the collection, programs) should not be delegated to outside parties (other than the County of Riverside) for the purpose of obtaining financial support.

Policy Review and Compliance

It is the responsibility of all Staff to be familiar with and adhere to the components of this policy. It is recommended that this document is reviewed biannually to provide for timely revisions. Issues involving compliance with this policy should be submitted to the Chief Librarian (and the next proper chain of command if necessary) for resolution.

Ethical codes evolve in response to changing conditions, values, and ideas. A professional code of ethics must, therefore, be periodically updated. It must also rest upon widely shared values. Although the operating environment of Museums grows more complex each year, the root value for Museums, the tie that connects all of us together despite our diversity, is the commitment to serving people, both present and future generations. This value guided the creation of and remains the most fundamental principle in the following *Code of Ethics for Museums*.

Appendix A: American Alliance of Museums Code of Ethics

Museums make their unique contribution to the public by collecting, preserving, and interpreting the things of this world. Historically, they have owned and used natural objects, living and nonliving, and all manner of human artifacts to advance knowledge and nourish the human spirit. Today, the range of their special interests reflects the scope of human vision. Their missions include collecting and preserving, as well as exhibiting and educating with materials not only owned but also borrowed and fabricated for these ends. Their numbers include both governmental and private Museums of anthropology, art history and natural history, aquariums, arboreta, art centers, botanical gardens, children's Museums, historic sites, nature centers, planetariums, science and technology centers, and zoos. The Museum universe in the United States includes both collecting and non-collecting institutions. Although diverse in their missions, they have in common their

nonprofit form of organization and a commitment of service to the public. Their collections and/or the objects they borrow or fabricate are the basis for research, exhibits, and programs that invite public participation.

Taken as a whole, Museum collections and exhibition materials represent the world's natural and cultural commonwealth. As stewards of that wealth, Museums are compelled to advance an understanding of all natural forms and of the human experience. It is incumbent on Museums to be resources for humankind and in all their activities to foster an informed appreciation of the rich and diverse world we have inherited. It is also incumbent upon them to preserve that inheritance for posterity.

Museums in the United States are grounded in the tradition of public service. They are organized as public trusts, holding their collections and information as a benefit for those they were established to serve. Members of their governing authority, employees and volunteers are committed to the interests of these beneficiaries. The law provides the basic framework for Museum operations. As nonprofit institutions, Museums comply with applicable local, state, and federal laws and international conventions, as well as with the specific legal standards governing trust responsibilities. This Code of Ethics for Museums takes that compliance as given. But legal standards are a minimum. Museums and those responsible for them must do more than avoid legal liability, they must take affirmative steps to maintain their integrity to warrant public confidence. They must act not only legally but also ethically. This Code of Ethics for Museums, therefore, outlines ethical standards that frequently exceed legal minimums.

Loyalty to the mission of the Museum and to the public it serves is the essence of Museum work, whether volunteer or paid. Where conflicts of interest arise—actual, potential, or perceived—the duty of loyalty must never be compromised. No individual may use his or her position in a Museum for personal gain or to benefit another at the expense of the Museum, its mission, its reputation, and the society it serves.

For Museums, public service is paramount. To affirm that ethic and to elaborate its application to their governance, collections and programs, the American Association of Museums promulgates this Code of Ethics for Museums. In subscribing to this code, Museums assume responsibility for the actions of members of their governing authority, employees, and volunteers in the performance of Museum-related duties. Museums, thereby, affirm their chartered purpose, ensure the prudent application of their resources, enhance their effectiveness, and maintain public confidence. This collective endeavor strengthens Museum work and the contributions of Museums to society, present, and future.

Governance

Museum governance in its various forms is a public trust responsible for the institution's service to society. The governing authority protects and enhances the Museum's collections and programs and its physical, human, and financial resources. It ensures that all these resources support the Museum's mission, respond to the pluralism of society, and respect the diversity of the natural and cultural commonwealth.

Thus, the governing authority ensures that:

- All those who work for or on behalf of a Museum understand and support its mission and public trust responsibilities.
- Its members understand and fulfill their trusteeship and act corporately, not as individuals.
- The Museum's collections and programs and its physical, human and financial resources are protected, maintained and developed in support of the Museum's mission.
- It is responsive to and represents the interests of society.
- It maintains the relationship with staff in which shared roles are recognized and separate responsibilities respected.
- Working relationships among trustees, employees and volunteers are based on equity and mutual respect.
- Professional standards and practices inform and guide Museum operations.
- Policies are articulated and prudent oversight is practiced.
- Governance promotes the public good rather than individual financial gain.

Collections

The distinctive character of Museum ethics derives from the ownership, care and use of objects, specimens, and living collections representing the world's natural and cultural commonwealth. This stewardship of collections entails the highest public trust and carries with it the presumption of rightful ownership, permanence, care, documentation, accessibility, and responsible disposal.

Thus, the Museum ensures that:

- Collections in its custody support its mission and public trust responsibilities.
- Collections in its custody are lawfully held, protected, secure, unencumbered, cared for and preserved.
- Collections in its custody are accounted for and documented.
- Access to the collections and related information is permitted and regulated.
- Acquisition, disposal, and loan activities are conducted in a manner that respects the protection and preservation of natural and cultural resources and discourages illicit trade in such materials.
- Acquisition, disposal, and loan activities conform to its mission and public trust responsibilities.

- Disposal of collections through sale, trade or research activities is solely for the advancement of the Museum's mission. Proceeds from the sale of nonliving collections are to be used consistent with the established standards of the Museum's discipline, but in no event shall they be used for anything other than acquisition or direct care of collections.
- The unique and special nature of human remains, and funerary and sacred objects is recognized as the basis of all decisions concerning such collections.
- Collections-related activities promote the public good rather than individual financial gain.
- Competing claims of ownership that may be asserted in connection with objects in its custody should be handled openly, seriously, responsively and with respect for the dignity of all parties involved.

Programs

Museums serve society by advancing an understanding and appreciation of the natural and cultural commonwealth through exhibitions, research, scholarship, publications, and educational activities. These programs further the Museum's mission and are responsive to the concerns, interests and needs of society.

Thus, the Museum ensures that:

- Programs support its mission and public trust responsibilities.
- Programs are founded on scholarship and marked by intellectual integrity.
- Programs are accessible and encourage participation of the widest possible audience consistent with its mission and resources.
- Programs respect pluralistic values, traditions, and concerns.
- Revenue-producing activities and activities that involve relationships with external entities are compatible with the Museum's mission and support its public trust responsibilities.
- Programs promote the public good rather than individual financial gain.

Promulgation

This Code of Ethics for Museums was adopted by the Board of Directors of the American Association of Museums on November 12, 1993 and revised in 2000. The AAM Board of Directors recommends that each nonprofit and for-profit Museum member of the American Association of Museums adopt and promulgate its separate code of ethics, applying the Code of Ethics for Museums to its own institutional setting.

A Committee on Ethics, nominated by the president of the AAM and confirmed by the Board of Directors, will be charged with two responsibilities:

- Establishing programs of information, education, and assistance to guide Museums in developing their own codes of ethics.
- Reviewing the Code of Ethics for Museums and periodically recommending refinements and revisions to the Board of Directors.

Afterword

Each member of the American Association of Museums should subscribe to the AAM Code of Ethics for Museums. Subsequently, these Museums should set about framing their own institutional codes of ethics, which should be in conformance with the AAM code and should expand on it through the elaboration of specific practices. This recommendation is made to these member institutions in the belief that engaging the governing authority, staff, and volunteers in applying the AAM code to institutional settings will stimulate the development and maintenance of sound policies and procedures necessary to understanding and ensuring ethical behavior by institutions and by all who work for them or on their behalf.

The Code of Ethics for Museums serves the interests of Museums, their constituencies, and society. The primary goal of AAM is to encourage institutions to regulate the ethical behavior of members of their governing authority, employees, and volunteers. Formal adoption of an institutional code promotes higher and more consistent ethical standards.

Edward - Dean

MUSEUM & GARDENS

Reference Library Policy

Principles of a Museum Reference Library

The Museum Reference Library supports our mission statement by providing visitors with the opportunity to interact with and view 16th-19th century materials for the purpose of research and leisure. The access of historical archives, books, and journals provides a unique opportunity to the enhancement of one's social, cultural, and educational development.

General Rules

The Edward-Dean Museum's Reference Library houses a unique collection of 16th – 19th century materials requiring specialized care and handling. To safeguard these valuable items, procedures and policies are in place to ensure their protection. Given the age and significance of the collection, special attention is given to handling, security, and storage measures.

- Visitors using the Edward-Dean Museum's Reference Library must check in with staff at the front Museum desk and present their current/valid government ID. Student ID cards are also acceptable.
- Any material within the Reference Library must be handled with care. Guests who carelessly handle materials will be asked to leave the library and will be denied future access to the collections.
- Personal property such as backpacks, bags, briefcases, are allowed within the Reference Library. Oversized items are not permitted.
- The Reference Library is limited to one patron per time slot due to limited space.
- Electronic devices such as cell phones, handheld scanners, tablets, laptops, digital cameras, and other small devices are allowed within the library. (Flash photography with any device is prohibited).
- Food, drink, tobacco, electronic cigarettes, and gum are not permitted within the library.
- Within the Reference Library, pencils are the only acceptable writing tool. Highlighters, pens, color pencils, white out, and post it notes are prohibited.
- When using high value materials patrons must wash their hands with unscented anti-bacterial soap.

- Staff will be present within the area of the Reference Library to ensure the safety of rare collections.

Use of Special Collection Materials

In the Reference Library of the Edward-Dean Museum, special collection materials serve as invaluable resources. These artifacts, spanning the 16th to 19th centuries, offer a tangible connection to history and culture and allow visitors a unique experience. Through strict preservation efforts and enhanced security protocols, the library remains steadfast in its commitment to preserving these artifacts for future generations.

Section 1: Patron Code of Conduct

- Materials must be requested, and the item request form must be filled out prior to the arrival of patrons using the Reference Library. Materials will be held until their date of use.
- Appointments must be made to reserve a time slot for the library by emailing the Museum at: (info.edm@rivlib.net).
- Any material within the Reference Library must be handled with caution. Writing or making marks are not permitted on the materials. Guests may not attempt to open uncut pages.
- Visitors are only allowed to view one item at a time and will have no access to other materials until the one being used is properly placed away by a staff member.
- Only Museum staff may retrieve materials from locked display cases within the Library.
- Gloves must be used when handling photographs and clean hands for high value materials at the discretion of Museum staff.
- When conducting research and using any items from our collection material, identifications should not be tampered with.
- Materials must always remain on the table surface unless special supports such as book cradles are provided by Museum staff. Staff will be responsible to place materials on special supports/table surface.
- Patrons may not place any items on top of the materials besides Museum provided archive paper weights.
- When finished using materials, please notify the nearest staff available.

Additional Information

- Guests will not be able to reserve items/materials for multiple days. Items are available on a first come, first served basis.
- Some of the materials within the Reference Library may be temporarily unavailable in connection with a Museum exhibition. Requests may be placed on a first come first serve basis and the material can be utilized at the end of the duration of the exhibition.