

Loudoun County Public Library Policies

Policies are determined by the Library Board of Trustees.

Table of Contents

1. Closings	2
2. Collection Management.....	3
3. Facilities Use	4
4. Fees	6
5. Gifts.....	7
6. Internet and Computer Use	8
7. Library Card Eligibility	11
8. Naming of Libraries.....	12
9. Privacy.....	13
10. Programming	14
11. Rules of Conduct	15
12. Safe Children	17
13. Support Groups.....	18
14. Video Surveillance	19
15. Volunteers	21
Addendum A	22
Addendum B	24

1. Library Closings

The Library Board of Trustees (LBOT) approves systemwide closings for holidays and other operational needs. The Director or designee, working with Loudoun County Government Administration, determines the closing of the library system or specific branches due to weather, maintenance, or safety-related concerns.

Effective June 16, 2021

2. Collection Management

Collection Development

Loudoun County Public Library (LCPL) provides a range of materials in a variety of formats to meet the needs and interests of its customers.

Items in LCPL's collection are selected based on intrinsic merit, appropriateness, and customer demand. LCPL strives to offer a balanced assortment of viewpoints in all subject areas. Materials are judged on the entirety of the work and not on isolated passages. LCPL is an apolitical public service. Therefore, opinions shared in materials are neither endorsed by LCPL, its Director, nor the Loudoun County Public Library Board of Trustees (LBOT).

Use and access of materials by minors is solely the responsibility of each minor's legal guardian(s).

[Customer input regarding the selection](#) or [reconsideration of materials](#) is encouraged and reviewed promptly. Requests for reconsideration are addressed according to LCPL [Reconsideration \(Challenge\) Procedures](#).

The LBOT endorses the [American Library Association's \(ALA\) Library Bill of Rights](#), the [ALA's Freedom to Read Statement](#), and the ALA's [Access to Library Resources and Services for Minors](#) statement and interprets these statements to include all materials regardless of format.

Collection Maintenance

Materials that are outdated, no longer in demand, or in poor condition may be removed from the collection and distributed to LCPL support groups for sale or surplus auction held by Loudoun County Government.

Effective April 20, 2022

3. Facilities Use

“Facilities” refers to all space occupied or used by LCPL, including the buildings themselves, lobbies, meeting rooms, display areas, grounds, parking lots, and common areas. No group or individual will be excluded from equal access to facilities because of sex, race, religious or political persuasions or views.

Groups and individuals eligible to use facilities may do so free of charge. Facility use does not constitute LCPL’s endorsement of the beliefs, ideas, or policies expressed by groups or individuals using the space. Customers must comply with the Rules of Conduct (see policy 9) and all applicable laws including, but not limited to, the Code of Virginia, the Codified Ordinances of Loudoun County, and any town ordinances for those libraries located within incorporated towns.

The Branch Manager (or designee) must give advance permission for use of facilities. LCPL-sponsored programs and activities take precedence over other activities. Use by outside groups or individuals may not interfere with LCPL operations.

All meetings must be open to the public. Outside groups or individuals using facilities may not limit or restrict attendance except for fire code capacity limits. The Branch Manager (or designee) reserves the right to refuse or terminate the use of facilities when, in the manager’s best judgment, the use does not conform to LCPL policy or poses health or safety risks.

Use of facilities may be permitted under the following conditions:

1. Meeting room users must accept and adhere to the Meeting Room Guidelines. (Addendum A)
2. The sale of goods or services, admission fees, and/or solicitation of monetary donations or personal information is prohibited.
3. Petition signing must be conducted outside LCPL buildings at a minimum distance of 25 feet from building entrances. Users must submit a Drive or Petition application (Addendum B).
4. Individuals or groups using facilities may not interfere with other customers use of the library.
5. Lobby use is restricted to non-partisan voter registration, blood drives, and LCPL-sponsored events or activities. Users must submit a Drive or Petition application (Addendum B).

To ensure free and unimpeded access to the library, facility use may be denied based on available space or the requested activity. LCPL reserves the right to place additional limitations on facility use at any location due to varying demands at those locations.

Use of the following is restricted to LCPL, LCPL support groups, and federal, state, or county government agencies:

1. Unattended collection bins.
2. Signs, emblems, banners, etc., displayed or posted on LCPL buildings or grounds.
3. Parking lots, unless such facilities are shared.

LCPL is not liable for damages caused to the user or his or her property while using facilities, and LCPL will be held harmless from any liability to third parties for injury caused by any persons or groups while using facilities. Meeting room users are not covered by the County of Loudoun's liability insurance.

Effective June 16, 2021

4. Fees

The Library Board of Trustees (LBOT) will approve all fees, as referenced in the Schedule of Fees below.

Schedule of Fees

Item	Cost
Lost or Damaged Items	List price per item
Printing	\$0.10 per page for black and white \$0.25 per page for color
Interlibrary Loans	\$3 per transaction, plus any fees charged by the lending institution
Makerspace Supplies	Material cost (prices may fluctuate)
Passport Services	\$35 execution fee \$15 per photo
Cataloging and Processing for Thomas Balch Library	\$10.80 per title for items appearing in OCLC database \$27.75 per title for items not appearing in OCLC database

Effective June 16, 2021

5. Gifts

LCPL welcomes monetary gifts, bequests, endowment funds, and gifts of property, services or materials from individuals, groups, foundations, or corporations. Gifts are accepted at the discretion of the Director and/or the Library Board of Trustees (LBOT). All gifts will be evaluated for appropriateness. Gifts are not a substitute for taxpayer funding. The LBOT and staff are not obligated to accept gifts, items, or funds, and reserve the right to refuse any gift.

Gifts valued at \$5,000 or less will be reviewed and accepted by the Director or his/her designee.

Gifts valued over \$5,000 as well as conditional gifts will be reviewed and accepted by the LBOT upon the recommendation of the Director.

LCPL takes full ownership of gifts and reserves the right to decide use, condition of display, and final disposition of all gifts it receives. LCPL may provide a receipt acknowledging the number of donated items but will not estimate their value.

LCPL may transfer gifts deemed unusable to LCPL support groups or outside organizations.

Effective June 16, 2021

6. Internet and Computer Use

Summary

Essential digital public services provided by LCPL include access to computers, the Internet, and basic software. In addition, LCPL provides an unsecured wireless network for customers' use with their personal devices.

Customers are permitted to use computers to access the Internet. In accordance with [Virginia Code §42.1-36.1](#), LCPL employs commercial filtering software and/or parental controls on LCPL computers and mobile devices to block the display of illegal material and material that is potentially harmful to children. However, no filtering software or control is completely effective. It may inadvertently allow access to content intended to be blocked and, conversely, it may block unobjectionable content. Customers 18 years of age or older may request unfiltered Internet access for bona fide research or other lawful purposes.

Parents and guardians – not LCPL staff – are responsible for the information selected and the sites visited on the Internet by the children in their care and for supervising their Internet use on LCPL-owned computers and devices, as well as on personal devices used in the library. This policy supports the ALA's Intellectual Freedom statements, including [The Library Bill of Rights](#), and [Access to Digital Resources and Services](#).

Acceptable Use

The following guidelines have been established for acceptable use of LCPL-owned computers and equipment, as well as personal devices used on LCPL property:

- A. Time limits on the use of computers and equipment, as well as bandwidth limits on wireless access, may be enforced to ensure that all customers have an opportunity to use those resources.
- B. Any activity that violates Federal, state, or local laws is prohibited on both LCPL and customer devices. Examples of illegal activities include, but are not limited to, fraud (which includes disguising or falsifying sources of electronic mail or other electronic communications with the intent of misleading, defrauding, or harassing others); libeling and slandering other persons; displaying or distributing child pornography; [Virginia Code §18.2-374.1:1](#) or other obscene materials; [Virginia Code §18.2-372](#), or materials deemed harmful to juveniles [Virginia Code §18.2-390](#). LCPL must comply with all proper judicial processes.

- C. Customers may not violate software license agreements or infringe on copyrighted material. [United States Copyright Law: U.S. Code, Title 17](#) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principle of “fair use.” This includes most electronic information sources. Users may not copy or distribute electronic materials without the explicit permission of the copyright holder. Customers are responsible for consequences of copyright infringement.

- D. Customers may not attempt to or modify LCPL hardware, software or any configurations via workstations or any wireless network. This includes, but is not limited to, attempts or succeeding to evade or disable LCPL’s Internet filtering software; the intentional propagation of computer viruses or worms; and “hacking” of any kind. Customers may not interfere with the activities of LCPL or its network in any way. Customers may not attempt to intercept, monitor, disrupt, or impede other customer’s communications or to access or alter other customer’s data or software.

Failure to follow this policy or the Rules of Conduct (see policy 9) may result in suspension of Internet or library privileges.

User Responsibility

LCPL computers are in public areas and information viewed on the screen may be visible to customers of all ages. Customers are asked to view content appropriate to a public space and respect the privacy of others. Staff may ask customers to take action to address the situation if other customers express concern about the nature of their web browsing.

Customers accept that LCPL makes no representation or guarantee that computer or Internet services, including wireless service, will be uninterrupted, error-free, virus-free, timely, or secure, nor that any Internet content is accurate, reliable, or safe in any manner for download or any other purpose.

Use of LCPL’s hardware, software, Internet service, wireless network, and electronic information resources is entirely at the risk of the customer. LCPL will not be liable for any damage that may occur to any computer, peripheral equipment, device, or storage media; loss of data or confidential information; unauthorized access to or alteration of data transmission; and/or any other direct, indirect, special, incidental, consequential, or exemplary damages resulting from or arising out of use of LCPL’s Internet service, equipment, or other devices; wireless network, and/or electronic information resources or inability to use these services; or any other matter relating to these services.



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Customers agree to hold LCPL harmless from any claims, losses, damages, obligations, or liabilities relating to the use of LCPL computers, network, or other equipment, or related to the use of information obtained from LCPL's electronic information system.

Effective June 16, 2021

7. Library Card Eligibility

Loudoun County residents are eligible for a free library card regardless of age. Those who own property, own a business, work, or attend school in Loudoun County are also eligible. Individuals under the age of 18 may obtain a library card with proper approval from a parent or legal guardian.

Residents of jurisdictions with reciprocal borrowing agreements with LCPL are eligible for reciprocal accounts. Some online resources as well as Interlibrary Loan (ILL) may not be available to reciprocal borrowers.

Reciprocal jurisdictions are as follows: the cities of Falls Church, Alexandria, Winchester, and the District of Columbia; Arlington, Fairfax, Fauquier, Prince William, Clarke, and Frederick counties in Virginia; and Montgomery, Prince George's, Frederick, and Charles counties in Maryland.

Effective September 21, 2022

8. Naming of Libraries

The Library Board of Trustees (LBOT) may provide recommendations for the naming of LCPL branches to the Loudoun County Board of Supervisors (BOS), which has final approval. The LBOT has the authority to name collections, additions, rooms, or other significant areas within any LCPL branch.

When taking these actions, the LBOT will follow the guidelines set forth in the Loudoun County Board of Supervisors Finance and Government Services Committee's [Resolution Relating to County Memorials and the Names for County Parks, Sites, and Facilities](#) (adopted March 17, 1992), as well as the following additional guidelines:

1. Generally, the library will carry a name that reflects the geographical area in which it is located or for which it serves in order to be understood by customers; for example, Lovettsville Library. Exterior signs will identify each library as such; for example, "Lovettsville Library." The library may be further identified as "A branch of Loudoun County Public Library."
2. In exceptional circumstances, the LBOT may consider naming libraries, collections, additions, rooms, or significant areas within a library after a donor, provided that the donor paid for a substantial portion or the entire cost of construction or renovation or has donated a significant amount of money to LCPL.
3. In exceptional circumstances, the LBOT may consider naming libraries, collections, additions, rooms, or significant areas within a library in honorable recognition of an individual or group, provided the following criteria are met:
 - a) Commemorative naming in memory of individuals must at least one year after the death of the individual.
 - b) Commemorative naming may only be for civic or charitable organizations (not for corporate or religious organizations).
 - c) Commemorative naming is in recognition of outstanding achievement, distinctive service, or significant contribution by the individual or group to the library, local, or national community.

Effective June 16, 2021

9. Privacy

LCPL protects the privacy of all customer information, including requests for service or materials, loan transactions, online sites visited, and resources accessed. Records that link personally identifiable information to borrowed or requested materials or to website visits are kept only as long as needed for operational purposes.

LCPL does not release such information to individuals or to any private or public agency unless it is required to comply with proper judicial processes, such as a government order to produce documents or information.

Per [Virginia Code 2.2-3705.7](#), parents and/or legal guardians will have complete access to the records of their minor child or children. LCPL staff may only access personal data for the purpose of serving customers.

LCPL uses Google Analytics to gather information regarding usage patterns of LCPL-maintained websites. Google Analytics uses cookies to collect statistical data such as browser type and operating system. No personally identifiable information is stored. [Customers may opt out of being tracked by Google Analytics](#) without affecting their use of LCPL-maintained websites.

Confidentiality of customer records is protected under state law per [Virginia Code § 2.2-3705.7](#).

Effective June 16, 2021

10. Programming

LCPL programs are designed to spotlight materials and services and provide educational and recreational opportunities for customers of all ages.

LCPL may participate in cooperative or joint programs with other agencies, organizations, institutions, or individuals as part of its efforts.

Programs are scheduled at the discretion of staff and are open to the public. Presenters will not be excluded from consideration because of their origin, background, or views and topics will not be excluded due to potential controversy.

LCPL sponsorship of a program does not constitute an endorsement of the content of the program, the organization presenting the program, or the views expressed by participants. [Customer input regarding selection](#), retention, or [reconsideration of programs](#) is encouraged and reviewed.

To request a reasonable accommodation for a disability, call 703-777-0368. Three days' notice is requested.

Effective June 16, 2021

11. Rules of Conduct

The following rules of conduct are meant to ensure LCPL is a safe and enjoyable environment. Staff has the right to contact the proper authorities and ask customers to leave the library when customers are in violation of the rules. Violation of the rules or any unlawful behavior may result in the loss of library privileges.

Exceptions to these Rules of Conduct may be granted at the discretion of the Director, or the Director's designee, including for adherence with the Americans with Disabilities Act (42 U.S.C. ch. 126 § 12101 et seq.) and all regulations issued pursuant to such law.

The following are prohibited in and on LCPL facilities, property and grounds:

1. Damage, destruction, or theft of LCPL or personal property.
2. Abusive, threatening, or intimidating language.
3. Conduct that disturbs or endangers customers, staff, or volunteers.
4. Conduct that hinders other customers from using library space, equipment, or materials.
5. Conduct that prevents staff from performing their duties. Such behavior includes, but is not limited to, verbal abuse, intimidation, sexual harassment, or harassment on account of race, religion, ethnic background, gender, or sexual orientation.
6. Sleeping.
7. Selling or solicitation, except for designated LCPL-sponsored events.
8. Smoking, including e-cigarettes, or use of tobacco in any form.
9. Open containers of alcoholic beverages.
10. Being under the influence of alcohol or illegal substances.
11. Consuming food or drink that creates a nuisance or disrupts other customers because of odor, garbage, or spills.
12. Leaving bags or personal items unattended.
13. Any use of computers or Internet access that interferes with the activities of LCPL or its network, or is in violation of federal, state, or local laws, including [Virginia Code §18.2-374.1:1](#) (child pornography), [Virginia Code §18.2-372-§18.2-374](#) (obscene materials), or [Virginia Code §18.2-377](#) (obscene materials), or materials deemed harmful to juveniles [Virginia Code §18.2-390](#) is prohibited.

The following must always be observed:

14. Appropriate attire, including, but not limited to, shoes and a shirt.
15. Bicycles must be left outside.

In addition, please be aware:

16. LCPL is not responsible for personal items that are lost, stolen, or damaged on LCPL premises.
17. Animals are not permitted inside LCPL facilities. Service animals are exceptions.
18. Staff reserves the right to contact the appropriate authorities when children are left unattended, do not observe the Rules of Conduct, or are in distress (see Safe Children, policy 10).
19. Staff may ask any customer to leave when they are in violation of the Rules of Conduct. Staff may contact the appropriate authorities if a customer refuses to leave when asked.

Effective November 17, 2021

12. Safe Children

LCPL provides a welcoming and safe environment for children. Staff can assist children using library resources but cannot provide childcare or assume responsibility for their safety. Parents, guardians, teachers, and caregivers are responsible for the behavior and safety of the children in their care.

- Children 9 years old or younger must always be directly supervised by a parent, guardian or caregiver age 13 or older. Parents, guardians or caregivers are to remain in the immediate vicinity of the children in their care.
- If children 9 years old or younger are left unattended, staff will attempt to reach their parents or guardians. If they cannot be reached, staff will contact the appropriate authorities.
- Children are expected to abide by the Rules of Conduct (see policy 9). Staff reserves the right to contact parents or guardians or the appropriate authorities if a child of any age is disruptive or is in distress.
- Minors 17 years old or younger left at the library without transportation at closing time may be referred to the appropriate authorities for their well-being. Staff may not transport minors.

Effective June 16, 2021

13. Support Groups

Support groups, including friends groups, advisory boards, and foundations. They are separate from LCPL and are not policy-making bodies.

These groups may raise money through book sales, sponsorship of special events, or other means.

To use facilities, LCPL branding, or receive LCPL assistance, support groups must abide by the following standards:

7. All friends groups, advisory boards, and foundations will conduct their fiscal affairs through appropriately structured nonprofit, tax-exempt organizations.
8. Funds raised by support groups will not be a substitute for taxpayer funding.
9. Funds raised by support groups will be maintained in an account separate and distinct from LCPL's operating accounts. Such accounts will be administered by the treasurer of the support group.
10. Gifts made to LCPL by friends groups, advisory boards, or a foundation will conform to LCPL's gift and fiscal policies and will not be used to dictate policy.
11. Use of LCPL's name and/or logo must be approved by LCPL.

Effective June 16, 2021

14. Video Surveillance

- I. **Purpose:** The purpose of this policy is to establish guidelines for the implementation and management of the video surveillance system at the buildings used by the Loudoun County Public Library (“LCPL”). The Loudoun County Library Board of Trustees has been consulted on this policy.
- II. **Definitions:** Video Surveillance System: A system comprised of cameras, cabling, monitor(s) and recording devices capable of capturing video images that can be compressed, stored, or sent over communication networks.
- III. **Policy Statement:** LCPL has an interest in preserving the safety of its staff and patrons. A video surveillance system can assist in this effort by capturing images and providing the ability to view live video or store video for review at a later date. The presence of a video surveillance system, along with notice signage, can also act as a deterrent to unlawful or disruptive behavior. The Library will notify the public by providing appropriate notice signage indicating the presence and use of the system. Access to the system shall be controlled as outlined herein.
- IV. **Management of the Video Surveillance System:** This policy is jointly managed and implemented by the Department Of General Services (“DGS”) and LCPL.
 - A. Questions regarding this policy should be addressed to the Safety and Security Program Manager within DGS.
 - B. DGS shall provide notice to the public and staff of the use of video surveillance.
 1. Signage: Signs informing the public and staff of the functional presence of video surveillance shall be posted at each entrance to each LCPL facility.
 2. This policy is available upon request from library management and/or DGS.
 - C. This surveillance system is operational 24 hours a day at each location operated by the LCPL.
 - D. **Surveillance Equipment Placement:** The placement of video surveillance cameras will be carefully chosen with due respect to the privacy of patrons and staff. With the exceptions of Middleburg Library and the Law Library, cameras are placed only at the public entrance of each facility in order to view those entering and exiting.
 - E. **System Access:** Access to the system is limited to designated Security Managers within DGS.
 - F. **Image Retention:** All video images will be retained on the system for a minimum of 30 days and a maximum of 90 days. All video images will be deleted at the end of the 90-day maximum retention period. Upon request, video will be copied to a secure file and kept until it is no longer needed as determined by DGS and/or LCPL.

- G. **Image Dissemination:** Images obtained are the property of Loudoun County. Images may be disseminated when security and safety needs dictate, such as:
1. Identification of persons banned from the property
 2. Images depicting suspicious and/or criminal activity
 3. Images depicting accidents or other safety concerns on the property
 4. Images depicting any activity of interest that involves safety and/or security
of the facility, staff, patrons, and others
- H. **Image Request Documentation:** DGS will document all image requests with the following information:
1. **Internal Staff Request:** Requests from departments or agencies within the County government shall be routed to DGS for action. If the request comes from outside LCPL, Library Administration management will be consulted prior to release. (Requests with the following information by email are sufficient:)
 - a) Name of Requestor
 - b) Date of request
 - c) Reason for request
 2. **External Requests:** Requests of this nature must utilize the Freedom of Information Act process (see Administrative Policies and Procedures FOIA-03). All FOIA requests will be examined to determine if exemptions apply.
 3. **Law Enforcement Requests:** All requests from law enforcement agencies to view video footage should be routed to DGS for further action. Should the law enforcement agency require confidentiality, LCPL personnel will not be notified of its request for access to the video surveillance footage. All requests related to video footage which may have some involvement in a potential criminal offense shall be referred to the appropriate law enforcement agency for investigation.

Effective July 21, 2021

15. Volunteers

Volunteers support staff by performing supplemental and/or specialized services without wages or benefits.

Volunteers are accepted when their abilities match specific needs. LCPL does not guarantee all volunteer applications will be accepted.

Effective June 16, 2021

Addendum A

Meeting Room Guidelines

Available space varies significantly among branches and not all branches can accommodate every need or request. The Branch Manager (or designee) reserves the right to refuse groups the use of meeting rooms whenever, in his/her best judgment, the use does not conform to these guidelines or LCPL policy.

Use of meeting rooms may be permitted under the following conditions:

1. All meetings must be open to the public.
2. No group is permitted to bar others from entering the room unless necessary to comply with fire code capacity limits.
3. Meeting rooms may not be used for parties or personal events.
4. Meeting rooms may be reserved up to 60 days in advance for use by groups of three or more people.
5. Meeting rooms may be reserved up to one day in advance for use by individuals or groups of less than three people.
6. LCPL reserves the right to limit usage to 10 hours per group, per month, throughout the LCPL system.
7. The sale of goods or services, admission fees, and/or solicitation of donations or personal information is prohibited.*
8. The group or individual booking the meeting room must always provide proper supervision.
9. The authorized representative of the group is responsible for maintaining the condition of the meeting room and must report to staff any damage to the room or its contents.
10. The group or individual is responsible for setup and cleanup of the room and furniture. Appropriate time before and after the meeting for these purposes should be included in the booking time.
11. The name, address and/or phone number of LCPL facilities may not be used as the official address of any group, nor may any non-LCPL group using facilities publicize its activities in such a way as to imply LCPL sponsorship.
12. If publicity for the meeting includes an LCPL address, the group must add, "This meeting is not sponsored by Loudoun County Public Library," to any printed or online announcements.
13. Meeting rooms are available during normal operating hours. Individuals or groups engaged in official government business for federal, state, county or town governments may use the meeting rooms at other times as authorized by the Branch Manager.
14. In the case of closures due to weather or other unforeseen circumstances, LCPL will make every effort to contact via email the individuals who reserved meeting rooms. Individuals are responsible for notifying meeting attendees of cancellation due to

closures. During severe weather events, please call the branch or check library.loudoun.gov for operating status updates.

15. Meeting room users are not covered by the County of Loudoun's liability insurance.

**Only LCPL-sponsored presenters, support groups, and local or federal government groups either sponsoring or co-sponsoring a program may charge an admission fee or sell a product.*

Addendum B

Drive or Petition Application

In accordance with LCPL's Facilities policy, the following applies to groups or individuals conducting voter registration or blood drives in lobbies, or groups or individuals gathering signatures for a petition on LCPL grounds:

- Lobby use is restricted to non-partisan voter registration, blood drives, and LCPL-sponsored events.
- The lobby can be reserved up to two months in advance. Please call the branch to make a reservation.
- No group or individual may use the lobby for more than 10 hours per month.
- Petition signing must be conducted outside LCPL buildings at a minimum distance of 25 feet from building entrances.
- Communication with any customer by petitioners or groups or individuals conducting drives must be initiated by the customer.
- Groups or individuals must follow the process for conducting voter registration drives, including the training requirement, as set forth by the Virginia State Board of Elections (elections.virginia.gov/registration/registration-drives).
- Groups or individuals conducting voter registration drives must do so in a non-partisan manner. No endorsements may be made of any political party or candidate.

Please see the application on the next page.

Drive/Petition Application

LCPL Branch Name	
Name of Group	Date of Application
Authorized Individual Conducting Drive or Petition	Title
Address of Group/Individual	Telephone
Date and Time of Drive/Petition	

I have read and agree to abide by the above guidelines.

Printed Name of Applicant	Approved by (LCPL Staff Only)
Signature of Applicant	Date