

## **ATHENA PUBLIC LIBRARY POLICIES**

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## Getting a Library Card

In order to receive an Athena library card, you must...

1. be a resident of the Athena area with a 97813 residence zip code (unless otherwise approved)
2. be at least 6 years of age
3. complete a library card application in person at the library. (A parent or custodial adult must sign an account application for a minor.)
4. not have any outstanding fines or fees on another Sage library system account.

Children under the age of 6 are eligible for a Ready 2 Learn card. Ready 2 Learn cards are specifically for birth to 6 year olds and are aimed at helping your child be ready for Kindergarten. Children who use Ready 2 Learn cards are eligible for monthly prize drawings and other rewards.

An Athena library card is accepted at all other Sage system libraries. If you live in the 97813 Zip Code area and you have a card issued by another Sage system library, please give it to us when you sign up for your Athena account. We will notify your former library of your change of address so your previous account can be closed.

### LOST CARD

If your library card is lost or destroyed, or if for any reason the computer scanner can no longer read the barcode, the patron will have to pay a fee of \$3.00 to receive a replacement card.

### APPLICATION

The application form is short and easy to fill out. If all the needed information is provided and the automated system finds your name clear for approval, your new library account & card will be ready for use a few minutes after you complete your application.

**ADULTS:** Bring your current Oregon driver's license or photo ID. If your license/ID card is out of date, you will need to bring two documents: one showing your current address (a current utility bill, rental agreement, bank statement, etc.) and a photo ID (driver's license, student ID, state ID, passport, etc). You may also be asked to provide other information that will help the system create an account for you.

**MINORS:** Minor children are not required to have photo ID to apply for a library card, but they must have a legal guardian sign and complete the card application. The legal guardian must sign the application, indicating his/her willingness to assume responsibility for all fees and fines that may be charged to the minor's account.

### **APPLICATION “ON HOLD”**

If, at the time of registration, the applicant has outstanding fees and/or fines remaining on an account at another library in the Sage system, the new application will be considered “on hold” until the previous account has been cleared and closed. You may pay outstanding fees and/or fines for sage libraries at our library.

LB adopted 5/2018

## CIRCULATION

Athena Public Library is a member of Umatilla County Special Library District and the Sage Library System and adheres to circulation policies set forth by those organizations.

### LOAN PERIODS

**BOOKS & MAGAZINES** (and other shelf items) usually have a 3-week loan period. Books can be renewed, either in person, online using your library account, or by phone during open hours, for an additional 3 weeks per renewal up to 2 times (9 weeks total) unless someone else has placed a “hold” on that item. Items can be returned to any public library in the county. A receipt showing what was borrowed and when it is due is given to the patron before they leave the library desk.

**DVDs** from Athena Public Library have a 1-week loan period. A receipt showing what was borrowed and when it is due is given to the patron before they leave the library desk. DVDs may be renewed, either in person, online using your library account, or by phone during open hours, to extend the due date for another week, unless someone else has placed a hold on it.

### FEES

Athena Public Library does not charge overdue fines for late materials. Customers will receive notification of overdue items. If an item is not returned after 28 days late, the item will be marked lost and the customer will be billed replacement costs and borrowing privileges will be locked until the materials are returned or paid for. If an item marked “lost” is returned the replacement fee will be dropped and a \$5 fee will be charged instead.

Materials borrowed from other Sage libraries will accrue overdue fees as per the policies of the lending library.

If an account accumulates at least \$5 in unpaid fees, the automated system will refuse to check out any more items on that account.

The following fees are assessed:

#### **Lost Item: (more than 28 days overdue)**

**Books: Cost of book** will be charged to the person’s library account as a replacement fee.

**DVDs: Cost of DVD** will be charged to the person’s library account as a replacement fee.

#### **Found Item:**

If an item that was marked “LOST” by the automated system is later returned in good condition, the replacement fee will be dropped, and a **\$5 fee** charged instead.

LB Adopted 6/19

## COLLECTION DEVELOPMENT AND MAINTENANCE

Athena Public Library is committed to serving the informational, educational, cultural and recreational needs of all its patrons and to inspire and stimulate children's interest in and appreciation of learning and reading. It selects materials in a variety of formats to satisfy the expressed and anticipated interests, tastes, needs, and reading abilities of the diverse community it serves.

A collection development and maintenance policy is the basis for consistent excellence in choice of materials and explains to our community the purpose and standards for selecting library materials.

The guidelines established by the American Library Association in its Library Bill of Rights (<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/lbor.pdf>), Freedom to Read Statement (<http://www.ala.org/advocacy/intfreedom/freedomreadstatement>), and Freedom to View Statement (<http://www.ala.org/advocacy/intfreedom/freedomviewstatement>) are integral to the following policy, which has been adopted by the Library Board of Trustees.

### POLICY

#### Collection Development

The ultimate responsibility for the selection of Library materials rests with the Library Director who operates within the framework of the policies determined by the Library Board of Trustees and principles of intellectual freedom. While this responsibility may be shared with other members of the Library staff, the director has the authority to reject or select any item.

Librarians use a variety of tools to aid in awareness and selection of materials. Professional selection guides are consulted as appropriate for collection development and core holdings: (including but not limited to) H.W. Wilson's Core Collections Catalogs and the ALA's Guide to Reference Books, as well as recommendation from sources such as professional review journals (including but not limited to: Booklist, Library Journal, School Library Journal, NY Times Book Review, Wilson Library Bulletin, Video Librarian, and Audio File), award winners, bibliographies, popular print and broadcast media, bookstores, electronic interest groups, publishers' catalogs, and patrons and staff.

Librarians exercise judgment, experience, and expertise in the application of the following Criteria for Materials Selection, making acquisition decisions as objectively as possible. Evaluation of a work includes the entire work, not just individual parts of the work. A work's overall contribution to the collection is a critical determinant for acceptance or rejection. No single criterion can be applied to all materials, and various criteria carry different weights in different circumstances; therefore, each item is evaluated in terms of its own merits, its intended audience, and its relation to the collection. Contextual considerations – budget and space availability, interlibrary loan availability – also shape the selection process.

Adult, young adult, and children's collections serve as supplementary sources for student use. Textbooks are not to be included in the collection unless the information is not available from another source.

## **Children's Collection**

"Children's Literature" is defined as material written or produced for the information or entertainment of children and young adults. It includes all literary, artistic genres and physical formats.

The library's selection policy applies equally to children's materials and adult materials. It is important, however, to note some aspects specifically related to children's materials. The children's collection is designed to meet the needs and interests of children newborn through age twelve and adults working with them. Selection criteria for young adult materials are the same as for adult materials.

## **Young Adult Collection**

Materials for the young adult collection are selected to meet the unique needs of the children ages twelve to eighteen. Selection criteria for young adult materials are the same as for adult materials.

## **Criteria for Selection**

The library considers all acquisitions, whether purchased or donated, in terms of one or more of the following:

- Timeliness: current general interest on international, national, and local levels, importance as a document of the time, relevance to contemporary issues
- Permanent value as a standard work
- Suitability of subject, style, format, and content for the intended audience
- Relevance to community needs and interests
- Proven or potential interest or demand
- Reputation, authority, and qualifications of the author, editor, artist-producer, or publisher
- Artistic merit
- Scholarly merit; accuracy and accessibility of content
- Evaluation by staff, local experts, and the public, and by reviewers in professional journals and popular media
- Availability of the subject in the existing collection
- Importance in relation to materials on the same subject in the existing collection
- Importance in relation to existing areas of coverage in order to maintain a well-balanced collection
- Importance in order to provide a wide range of points of view on a subject, including points of view that are unique, alternative, experimental, or controversial.
- Availability of the same or similar material in the local area and through interlibrary loan system
- Cost in relation to the significance of the material according to the above factors.

Special considerations for electronic information sources: ease of use of the product, availability of the information to multiple, concurrent users, technical requirements to provide access to the information, technical support and training.

## **Collection Maintenance**

### **Weeding:**

The withdrawal of materials, also called weeding, is an ongoing process by which materials that are worn, damaged, outdated, duplicated, inaccurate, or no longer used may be removed from the collection. The professional staff of the Library will be solely responsible for the weeding of materials.

Items removed from the collection may be sold, given away, recycled, discarded, or otherwise disposed of at the discretion of the library.

### **Replacement of Materials:**

A periodic inventory will identify materials that are “missing” or “lost” from the collection. These titles will be evaluated for possible replacement in accordance with the criteria stated above.

## **Collection Access**

Athena Public Library recognizes that full, confidential, and unrestricted access to information is essential for patrons to exercise their rights as citizens. The Library believes that reading, listening, and viewing are individual, private matters. While anyone is free to select or reject materials for themselves or their own minor children, the freedom of others to read or inquire cannot be restricted.

The Library strives to maintain materials representing all sides of an issue in a neutral, unbiased manner. Selection of materials by the Library does not mean endorsement of the contents or views expressed in those materials. The existence of a particular viewpoint in the collection is a reflection of the Library’s policy of intellectual freedom, not an endorsement of that particular point of view.

The Library patron is an important part of the selection process. An individual request from a patron for a title is usually honored if the request conforms to the guidelines outlined in this policy statement.

All patrons will have free access to all materials and no materials will be sequestered (except items that need protection because of rarity, cost, and susceptibility to loss, fragility, or unsuitability of format for heavy use).

The Library does not stand in loco parentis. Parents and guardians, not the Library, have the responsibility of guiding and directing the reading, listening, and viewing choices of their own minor children. Selection of adult collection materials will not be inhibited by the possibility that the items may be utilized by minors.

LB Adopted 9/18

## **EMERGENCIES AND SAFETY**

The purpose of the Emergencies and Safety policy is to provide a safe and healthy environment for patrons, volunteers, and library staff members and to have a safe repository for library materials of all types.

### **Fire**

Do not panic, but do not under-estimate the potential danger to the public represented by a fire. At the first indication of smoke or flame, investigate the situation to determine the location and extent of the fire.

If the fire can easily be contained and extinguished quickly and safely by staff, proceed to do so.

Staff should be familiarized with the type, location, and application of the fire extinguisher(s) in the building. If there is any doubt about controlling the fire, staff should immediately call 911 and evacuate the building.

Library staff should await emergency personnel at the main entrance to notify them of the location of the fire and then gather across Main St. at the NAPA building.

### **Health**

Staff members should exercise caution when administering first aid, even of a minor nature, because of the safety of the injured individual, the safety of the staff, and the potential liability of the staff member.

Unless certified, it is not advisable for the staff to undertake more than keeping sick or injured individual comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment as to what action is prudent and reasonable.

911 should be called immediately in the event of a serious problem.

First Aid supplies are located under the main circulation desk. No medication, including aspirin, should ever be dispensed to the public.

Following an incident, staff should complete an Accident Report form and submit it to the Library Director and/or City Clerk.



## **Violent Act or Threat**

If you have reason to believe that your safety or the safety of others is threatened, report the situation immediately to the Umatilla County Sheriff Office.

### **Violent Act**

If you see a person acting suspiciously, someone violently threatening/injuring someone or a person with a weapon do not physically confront the person and do not block the person's access to an exit.

Keep away from the area and alert others to the danger.

Call 911 and provide as much information as possible about the person.

### **Bomb Threat**

If you receive a bomb threat, keep the caller on the line as long as possible.

Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.

Pay particular attention to peculiar background noises, such as motors running, background music, or any other sounds that may indicate the location from which the call is originating.

Listen closely to the voice (male, female), voice quality (calm or excited), accents, and speech impediments.

Immediately after the caller hangs up, call 911.

Evacuate the building.

### **Winter Storms**

The library may close (or postpone opening) when weather conditions exist making it highly improbable for travel. The primary factor of any decision made will be the safety of the staff and the library patrons.

The library will follow the actions of the City of Athena during normal business hours. Otherwise, the Library Director will call the City Recorder or the City Councilor for the Library to advise him/her of the situation. Maximum effort will be made to maintain regular library operating hours.

If a decision is made to close, staff will post notices on all entrances and notices will be made on the Library Facebook page.

Programs for all ages will be cancelled whenever the Athena-Weston School District calls off school because of inclement weather, whether or not the library closes.

### **Power Outages**

The library may close after a one-hour power outage, for safety of the staff and library patrons.

Assist patrons in evacuating the building.

There are flashlights located at the circulation desk and meeting room. Extra batteries will be kept in a drawer behind the circulation desk.

### **Public Health Event**

*The library may close due to public health emergency in the event that a) The City of Athena closes, b) an order or recommendation to close is made by public health officials, or c) library staff aren't well enough to open the library. In the event that the library is closed, the outdoor book drops will remain open and will be cleared as often as possible and all due dates will be adjusted so that no fees are charged. At the discretion of the library director and library board, may reduce operating hours or limit services temporarily (i.e. suspend programming). The Library will attempt to continue public services as much as possible, in consultation with public health officials.*

*In the event that Athena Weston School district closes due to public health emergency, the Library will only close if one of the above requirements are also met. If the school district is closed due to public health emergency, all non-circulating children's materials (toys and stuffed animals, for example) will be removed from public areas to minimize infection risk through surfaces frequently touched by children.*

LB Adopted 9/18

## **FINANCES**

The Library Board establishes this financial policy to ensure fiscal accountability, appropriate use of funds in support of the Library's mission and goals, and compliance with current laws and ordinances.

### **FISCAL YEAR BUDGET**

The library's fiscal year will be from July 1 through June 30.

The Library Director, with input from the Library Board, will draft an annual budget and submit it to City Administration and Budget Committee for approval.

The approved budget for the year will be presented to the City Council for adoption.

Each month the Library Director will prepare all invoices and submit to the City Clerk for payment.

### **RECEIPTS**

Monies received by the library for library service, fines and fees, copies, and others will be deposited monthly by the Library Board Treasurer. On at least an annual basis, the Treasurer will remit one half of these monies to the City, as per the agreement.

### **DISPOSAL OF PROPERTY**

The Library may sell, exchange, or dispose of any surplus, damaged, defective, obsolete, or duplicate books in the library.

Other library property to be withdrawn by the Library may be sold with the approval of the City Council. Broken or obsolete items may be discarded or given away.

### **GRANTS & DONATIONS**

Funds donated may be allocated according to the wishes of the donor as per the Athena Public Library Gifts Policy. Gifts to the library may be designated for the purchase of library materials or other specific projects. Undesignated funds will be deposited with the Athena Public Library Watts/ FS LeGrow Fund to be used as the Library Board directs. All donations to the library are subject to the Gifts Policy.

LB Approved 10/2018

## **GIFTS AND DONATIONS**

Athena Public Library accepts donations of any kind that support and further the mission, goals and objectives of the Library, as established by the Library Board of Athena Public Library.

The purpose of this policy is to specify the type of donations that the Library will accept and how the Library will handle these donations.

The Library gratefully accepts gifts and donations. Except in a few cases (as noted below), an acknowledgement of receipt of a donation will be made to the donor in writing within ten business days of receiving the gift. Recognition of a donation is made as outlined below, according to the nature of the gift.

Gifts are accepted in honor or in memoriam of a person or event. Acknowledgement of such a gift will be made to the donor and to up to three other persons or entities in writing within ten business days of receiving the money. Recognition of an honorary or memorial gift is made as outlined below, according to the nature of the gift.

The Library cannot and does not appraise books, works of art or any other items. The Library will not bear the cost of such an appraisal. Donors who wish to have the value of a donation specified must make all arrangements for and bear all costs of an appraisal.

The Library may not be able to accept a donation if the donor places extensive and/or restrictive conditions on the use of the gift by the Library. The Library will work with the donor to reach an agreement on the disposition of the gift. However, the Library will not accept a gift if the donor's wishes cannot be carried out successfully by the Library for any reason or do not fall within the mission, goals and objectives of the Library. If this is determined to be so, the donor will be notified in writing and the gift returned.

All decisions regarding directional and/or wayfinding signage with respect to the location of a donated item or items within the Library building is the prerogative of the Library.

All gifts accepted by the Library become the property of the Library, which has the prerogative to keep or dispose of the items.

### **Gifts of Money**

The Library accepts gifts of money, in any amounts.

The donor may indicate how he/she wishes the money to be spent by the Library.

The money may be specified for a particular type of library material, service or activity.

The money may be specified for a particular item of furniture or equipment.

All gifts of money received by the Library will be processed within five business days of receiving the money.

Recognition of a gift of money is made according to what is purchased with the money.

### **Gifts of Books and Other Library Materials**

The Library accepts gifts of library materials in good condition. This includes, but is not limited to, books, CDs, DVDs, and periodicals.

All library materials accepted as gifts will be evaluated in accordance with the Athena Public Library Collection Development Policy.

In most cases, usable library materials that the Library does not add to its collections may be sold or donated depending on space and other needs.

Acknowledgement letters are usually not written for routine donations of used materials.

Gift plates to recognize the donor are not usually placed in or on used items donated and added to the Library collections.

Gift plates are customarily placed in or on new items donated and added to the Library collections or in items purchased by the Library with monetary donations.

In most cases, gift plates to recognize the honorary or memorial gifts are placed in or on the items donated and added to the Library collections or in items purchased by the Library with monetary donations.

The Library retains the prerogative to determine when the use of a gift plate for recognition is feasible and appropriate.

In the case of the gift of a collection of materials, the Library will work with the donor regarding the arrangement, location, and maintenance of the collection. The Library may not be able to or wish to agree to all the donor's requests with regard to such issues as keeping all items together as a discrete collection, signage, and additions to the collection.

If expenses are involved with maintenance of the collection, signage, additions to the collection, activities related to promoting the collection (such as recognition ceremonies or programming), security, etc., the donor may be expected to provide money or in-kind donations to support the collection.

In the case of the gift of a significant collection of materials, recognition will typically take the form of a plaque placed in the Library in addition to gift plates in the items. The Library reserves the right to determine when a plaque is appropriate.

### **Gifts of Memorabilia and Realia**

The Library accepts gifts of real items if those items support the mission of the Library. Most items in this category accepted by the Library will be those that have cultural or historical significance to the Athena area and are appropriate for inclusion in the Library's Local History Room. The placement and display of an item is also the sole prerogative of the Library. The wishes of the donor regarding the location of the item will be taken into account by the Library.

The Library will work with the donor who wishes to see recognition for the donor or an honoree to determine an appropriate form of identification of this recognition on a case-by-case basis.

The Library will not accept real items that cannot be properly cared for or secured by the Library within normal operations and procedures of the Library.

### **Gifts of Furniture and Equipment**

The Library accepts gifts of furniture and equipment that supports and furthers the mission, goals and objectives of the Library. The Library retains the prerogative to accept or reject any gift of furniture and/or equipment for the Library.

The placement and use of furniture and equipment is the sole prerogative of the Library. The wishes of the donor regarding the location of the furniture and equipment will be taken into account by the Board.

The Library will not accept furniture or equipment that cannot be properly cared for or secured by the Library within normal operations and procedures of the Library.

Donation of any other types of gifts will be considered by the Library on a case-by-case basis.

LB Approved 10/1/2018

## **HUMAN RESOURCES**

The library board seeks to create and maintain a work environment that is conducive to attaining its vision and mission. Accordingly, the board believes that:

- Library personnel are an important resource for the provision of high quality public library service
- The library can provide the best service only when it
  - Employs competent personnel
  - Provides for staff development activities
  - Establishes policies and working conditions which are conducive to high morale and which enable each staff member to make the fullest contribution to the library's programs and services
- It is necessary to have appropriate staffing in place to provide services to the community. This means that there is a sufficient number of staff and they receive ongoing training and skill updating. There is always someone who can step in to run the library on an emergency basis in the absence of the Library Director.
- Staff members should be treated fairly and professionally. This means that there are human resources policies and procedures that, at a minimum, respect and adhere to provincial legislation related to employment and, where possible, go beyond minimum standards. These policies are applied consistently to all staff, and staff is aware of these policies and procedures, and has a vehicle for expressing an ethical dissent or human resources policy violations.

### **Responsibility**

The City of Athena is the employer of all staff and, ultimately, responsible for all human resource decisions. The City of Athena is governed by the provisions of the Collective Agreement as ratified by the Union and the Employer in all employment practices. Job descriptions for unionized employees are approved as part of the negotiation process between the Employer and the Union.

LB adopted 8/19

## **INTERLIBRARY LOAN AND INTERAGENCY COOPERATION**

Athena Public Library will loan materials to other libraries and adheres to the interlibrary loan policies set by regional organizations.

LB adopted 8/19



## **INTERNET AND TECHNOLOGY**

### **Using the Internet and the Library's Public Computers**

Library computer users must sign in and sign out at the main desk each time they use a computer and must agree to follow the rules stated here.

The library's public computers allow users to search a variety of electronic resources. Internet computers provide information beyond the confines of the library's collection, as well as access to word processing. A library catalog computer is coming soon.

Because nothing personal may be stored on any library computer, patrons are encouraged to bring their own personal flash drives on which to store files created and information collected while using a library computer.

Use all library computers in accordance with this policy and the Athena Public Library's B24 Behavior Rules. A printed copy of these guidelines and policies is available to read at the library's main service desk.

### **Access to Internet resources**

Athena Public Library (APL) is committed to providing access to informational, educational, recreational and cultural resources for library users of all ages and backgrounds. Throughout its history, APL has made information available in a variety of formats: audio, print, audiovisual and, ~~in recent years,~~ electronic. The library's computer system provides the opportunity to integrate electronic resources from information networks around the world with the library's other resources. The library strives to balance the rights of users to access information resources with the rights of users to work in a public environment free from sounds and images intended to harass other library users or library staff.

The library's goal in providing Internet access is to enhance its existing collection in size and depth and, as a public access agency, to give anyone who wishes to use the Internet the chance to do so.

Library staff is always available to assist patrons in information searches, both in our physical collection and in digital collections and on the internet. The Library website will post specific starting points for Internet searches.

Library computers are protected with anti-virus software and a program that deletes everything downloaded by patrons during the day. If you wish to save any information or files, you must download them to a portable drive.

### **Time and other limits**

To use a library computer, a patron must log in and out on the list at the librarian's desk, marking the time of sign-in and sign-out. Each individual will be limited to one session of up to 90 minutes of

Internet access per day. Failure to log in may result in losing your computer privilege for the remainder of the day.

The library's computers are set up for use by a single individual. A maximum of two persons may sit/work together at any one computer, except in special cases, such as teen groups in the teen room, or when a parent/guardian is with children

## **Privacy**

The library asks that you remain sensitive to the fact that you are working in a public environment shared by people of all ages.

If you wish to listen to music or other audio while using a computer, please request and use earphones to minimize noise in the library.

## **Precautions**

Illegal activities or activities that interfere with or disrupt the network, users, services or equipment are prohibited and not protected by the library's privacy policy. The library does not routinely monitor public computers, but reserves the right to do so when a violation of this policy or illegal activity is suspected. Staff is authorized to take immediate action to protect the security of computers and the network and to enforce the following rules. This includes confiscating any removable media, requiring a user to leave a computer or the premises, and contacting law enforcement authorities.

You are responsible for complying with copyright law, licensing agreements and the policies of individual websites that you view.

## **Notice: Warning of Copyright Restrictions**

As a patron, your ability to post or link to copyrighted material is governed by United States copyright law. In accordance with 17 USC S 512 (i)(1)(A), the library may terminate a patron's access to the system or network for disrespect of the intellectual property rights of others, or for repeat infringements of copyright. The library has adopted this policy and will make all reasonable effort to enforce it in appropriate circumstances.

## **Rules governing use of library computers**

Failure to comply with the following rules may result in loss of computer privileges, loss of library privileges and prosecution.

- Sign up for an Internet computer before using it and promptly give up the computer when your time has elapsed.
- Promptly give up the computer if requested by staff.
- You may download files using supported media. The library is not responsible for damage to your media or for corruption of your data, including damage caused by mechanical malfunction

or corruption caused by virus or spyware infection while using library computers. Do not attempt to run or execute programs or applications from personal storage media.

- The first two pages printed from public computers are free. After that, there is a charge of 10 cents per page to cover the cost of toner and paper.
- Stop viewing any site that creates a hostile environment for other library users and staff if a staff member asks you to stop, and do not view similar sites when others are present.
- Use headphones when listening to audio content, and keep volume low so you do not disturb others.
- As a courtesy to others, log off completely when you are finished with your session. This also protects the privacy of your search. To do this, close all windows and return to the opening screen.
- Do not gather around computers when doing so may obstruct others or create noise that distracts others.
- Do not sign in with another person's name in an attempt to gain more computer time beyond the 90 minutes allowed per day.
- Do not misuse computer equipment or software. Misuse includes but is not limited to:
  - Viewing material that violates federal, state or local laws or regulations, including those regarding accessing, viewing, printing and distributing obscenity or child pornography
  - Hacking into the library computer system or any other computer system
  - Mishandling, damaging or attempting to damage computer equipment or software; tampering with computer settings
  - Interfering with system operations, integrity or security
  - Attempting to gain or gaining access to another person's files or authorization code
  - Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment
  - Violating copyright laws and software licensing agreements or the policies of the individual websites that you view
  - Failing to pay for all the pages you print
  - Refusing or ignoring a staff person's request to give up a computer
  - Using an Internet computer without signing in, or using another person's name when signing in.
  - Failing to comply with time limits
  - Any other violation of this Acceptable Use of the Internet and Library Public Computers statement

LB Adopted 5/2018

## **PATRON SUGGESTIONS**

Athena Public Library welcomes patrons to make suggestions for materials to be added to the collection or programs to be offered. The library is under no obligation to fill any particular request. Patron requests will be reviewed using the Athena Public Library Collection Development and/or Programming Policy. Suggestions may be made on a Patron Suggestion form.

LB adopted 8/19

## Athena Public Library Patron Request form

Patron Name

Patron email address

Title and Author of book \_\_\_\_\_

Format Preferred (audio book, book, large print)

Title of movie \_\_\_\_\_

Type of Program \_\_\_\_\_

Athena Public Library will review this request based on Collection Development and/or Programming policies and inform you of our decision as soon as possible.

## **PUBLIC RELATIONS**

To ensure that the public receives consistent and accurate information about library policies, procedures, programs and services, and to ensure that the best possible image of the library is presented to the public, the following public relations policy has been developed.

### **Media Contact**

The Director or the Board President or their designees will arrange contacts with the media for the library.

Contacts made by the media with the library will be directed to the Director or the Board President or designee.

Library staff will not submit letters to the editor designed to speak officially for the library without prior approval from either the Director or the Board President.

Staff will not make public statements to the media on behalf of the library without prior approval from either the Director or the Board President.

Library staff will not submit comments to social media designed to speak officially for the library without prior approval from either the Director or the Board President.

### **Promotional Library Materials**

Library information materials and promotional materials designed to be disseminated to the public will meet a high standard of quality. The Director will be responsible to see that such promotional and informational material produced by or for the library meet those standards.

### **Emergency Situations**

In an emergency situation, the Library Director or designee will make official statements to the public and media.

If it is necessary for library staff to provide the public with information related to library business or policy, library administration will inform staff what is to be said.

### **Social Media Sites**

The Athena Public Library uses social media sites to communicate the value of the Library and engage followers through thoughtful and relevant posts that promote programs, materials, services, literacy and library use. Library social media sites provide a limited (or designated) public forum to facilitate the sharing of ideas, options and information on Library and community related topics.

## **Definitions**

Social media site shall mean any web application, site or account offered by the library that facilitates the sharing of opinions and information about library related subjects and issues. Social media sites include such formats as blogs, list serves, website, social network pages or posts to community reviews and patron ratings of library materials.

## **Privacy**

Public users should have no expectations of privacy in the postings they make on Library-sponsored social media sites. By posting on the Library's social media sites users consent to the Library's right to access, monitor, read and delete their postings.

## **Ownership**

By posting on the Library's social media sites, users give the Library permission to use the content of any posting made without compensation to the author or liability on the part of the Library.

## **Postings**

Posts containing the following are against library rules and will be removed by library staff:

- Copyright violations
- Off topic comments
- Spam and advertisements
- Inappropriate images
- Obscene, pornographic or graphically violent matter
- Personal attacks, insults or threatening language
- Privileged, proprietary, or confidential information about any person, business or entity
- Promotion of illegal activities

LB adopted 8/19

## CODE OF CONDUCT

Athena Public Library welcomes every member of the community to use and enjoy the library's facilities and services. To protect each individual's access to information and library services, we have established the following rules. These behavior rules shall apply to the building, interior and exterior, and all property controlled and operated by Athena Public Library (such as building, drop boxes, and adjoining sidewalks and grounds, which are hereafter referred to as the "premises") and to all persons entering in or on the premises.

The library reserves the right to require anyone who violates a rule of conduct to leave the library. Refusal to leave when requested may result in arrest for trespassing. The library may deny permission for a person to enter the facilities for a specified time if that person violates these rules, or if that person has engaged in criminal behavior on library premises.

### The Following Are Prohibited:

- Smoking
- Any disruptive or unsafe behavior
- Destroying, damaging, or defacing library property
- Engaging in unlawful sexual conduct, public indecency, or offensive touching
- Bringing animals other than guide animals into the library without permission
- Leaving children 6 years of age or under unattended except during a library-sanctioned activity
- Possessing a weapon
- Engaging in any activity prohibited by law



## PROGRAMMING

The Library supports its mission of connecting people with the world of ideas and information by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces customers and non-users to Library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the library

Ultimate responsibility for programming at the Library rests with the Library Director with input and guidance from the Library Board. The Library staff uses the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Relevance to community interests and issues
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, exhibits and programs

In addition, the Library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

All Library programs are open to the public. A fee may be charged for certain types of Library programs. The Library's philosophy of open access to information and ideas extends to Library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.

Registration may be required for planning purposes or when space is limited. Programs may be held on site at any Library agency, or off site. Any sales of products at Library programs must be approved by the Library and benefit the Library. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

External organizations or individuals partnering with the Library on programs must coordinate marketing efforts with the Library.

The Library welcomes expressions of opinion from customers concerning programming. If a customer questions a library program, they should first address the concern with a Library staff member. Customers who wish to continue their request for review of Library programs may submit the Request for Reconsideration form. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials as outlined in the Library's Collection Development Policy.

LB adopted 8/19

## USE OF LIBRARY MEETING ROOMS AND EQUIPMENT

Athena Public Library Meeting Rooms are provided free of charge; donations accepted. You may call or come in person to reserve an area. If the meeting room is reserved during a time when the library is not open, the librarian will issue a unique lock box code that will only allow access to the library during the reserved time. Use of the meeting room does not constitute endorsement by Athena Public Library or the City of Athena of points-of-view expressed by meeting presenters or participants.

1. The Community Meeting Room has a separate exit; seats 25-30 easily (fewer if using tables). Includes restroom and kitchenette with sink, microwave and hotplate.
2. Fireside Room near the cozy gas fireplace; seats 20-30 by rearranging furniture.

Athena Public Library tables and chairs may be used and rearranged as needed. It is the responsibility of the person or group reserving the areas to clean up after use, take out garbage, and return tables and chairs to original position.

Projector, screen and other equipment may be used when reserving meeting room. Please indicate your needs on the reservation form.

LB adopted 8/19

## Athena Public Library Meeting Room Reservation Form

Name of Group \_\_\_\_\_

Contact \_\_\_\_\_

Contact Phone \_\_\_\_\_

Date and time requested \_\_\_\_\_

Room Request

\_\_\_\_\_ Fireside Room (seats 20-30)

\_\_\_\_\_ Community Meeting Room (separate exit, seats up to 30, includes kitchenette)

Equipment Request

\_\_\_\_\_ Screen

\_\_\_\_\_ Projector

\_\_\_\_\_ PA System

\_\_\_\_\_ Laptop

\_\_\_\_\_ TV

\_\_\_\_\_ DVD player

\_\_\_\_\_ Other

## **REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS**

Athena Public Library welcomes expression of opinion by customers about the collection or individual titles, but will be governed by this Policy in making additions and deletions.

Customers who request the reconsideration of Library materials will be asked to put their request in writing by completing and signing the Athena Public Library Request for Review of Library Materials.

After review, the Director, or designee, will communicate a decision and the reason for it, in writing, to the customer who initiated the request for reconsideration.

In the event that the customer who initiated the request is not satisfied with the decision, they can present a written appeal of the decision to the Library Board. The Library Board will communicate a decision and the reason for it in writing.

In the event that the customer who initiated the request is not satisfied with the decision of the Library Board, they can present an appeal of the decision to the City Council.

LB adopted 8/19

### **Citizen's Request for Reconsideration of Materials (8/99)**

Author \_\_\_\_\_

Title \_\_\_\_\_

Publisher \_\_\_\_\_

Request Initiated by (print your name) \_\_\_\_\_

Signature \_\_\_\_\_

Telephone # \_\_\_\_\_

Mailing Address \_\_\_\_\_

Complaint represents \_\_\_\_\_ self \_\_\_\_\_ organization (Identify group) \_\_\_\_\_

You may use reverse side for additional space in answering questions.

1. To what in the material do you object? (please be specific, include page numbers)
  
2. What do you feel might be the result of reading or viewing this material?
  
3. For what age group would you recommend this material?
  
4. Is there anything good about this material?
  
5. Did you read or review this material in its entirety? If not, what parts did you examine?
  
6. Are you aware of the judgement of this material by literary critics?
  
7. What do you believe is the theme of this material?
  
8. What would you like the librarian to do about this material?
  
9. What do you see as the purpose of this material?
  
10. What other material, serving substantially the same purpose, would you recommend in place of this?

## ANIMALS IN THE LIBRARY

Athena Public Library prohibits bringing a pet or animal to work or having a pet or animal in the library building, with the exception of animals providing medically necessary support for the benefit of individuals with disabilities (service animals) or service animals in training as part of a service animal training program.

Exotic or wild animals are restricted from entering the library, although exceptions for special events or programs may be granted.

Animals may never be left unattended on library premises.

This policy applies to all patrons, employees, temporary employees and volunteers of Athena Public Library.

### Service Animals

In compliance with the Americans with Disabilities Act (ADA), service animals are welcome in all areas of the library where members of the public are normally allowed to go. This policy also applies to service animals in training.

According to the US Department of Justice, Civil Rights Division, Disability Rights Section, a service animal is an animal that is trained to do work or perform tasks for the purpose of assisting or accommodating a disabled person's sensory, mental, or physical disability. The task(s) performed by the service animal must be directly related to the person's disability.

The provision of emotional support, well-being, or companionship do not constitute work or meet the definition of a service animal under the ADA.

- If the need is not obvious, staff may ask if an animal is a pet or a service animal, and what task(s) the animal has been trained to perform. Users of service animals are not required to show papers to prove a disability or certification of the animal's status. Staff may not ask about the owner's disability.
- The owner is solely responsible for the supervision and care of the service animal and must maintain full control of the animal at all times. Owners must keep the service animal with them at all times.
- Service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control through voice, signal, or other effective controls.
- Reasonable behavior is expected from the service animals while at the library. Owners of disruptive or aggressive service animals or service animals that are not housebroken

may be asked to leave the library. If this occurs, library staff will give the person with the disability the opportunity to remain in the library without having the service animal on premises.

- Service animals are not permitted on chairs or other library furniture. Owners are responsible for damage caused by their service animals.
- Library patrons and staff should not pet, talk to, or otherwise distract service animals while they are working.
- Patrons of the library with allergies to or fear of a service animal may request assistance from library staff to identify a different location to do their work. Allergies and fear of animals are not valid reasons for denying access or refusing service to people with service animals.
- Misrepresenting a pet as a service animal is a violation of the Library's Patron Code of Conduct, and may result in suspension of library privileges.

LB adopted 8/19



## **CHILDREN IN THE LIBRARY**

The Athena Public Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for children. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.

The library policy affirms that the library staff does not take the place of the parent, act as caregiver or baby-sitter, nor assume responsibility for children.

Therefore, it is library policy that all children under the age of six must be accompanied by a parent or designated responsible person (age 12 or older) while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain with the child throughout the program.

### **Disruptive children**

Children of all ages are encouraged to use the library. Library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children who are being continually disruptive will be given a warning that they must settle down or will be asked to leave the library. If after a second warning they child continues to be disruptive, they will be asked to leave the library.

Library staff members will take the actions outlined below in these or similar situations:

- A child is alone and frightened or crying in the library
- A child is alone and doing something dangerous, or another person in the library seems to be a danger to the child
- A child is alone and is not following library rules
- No parent, legal guardian, or caregiver comes to pick a child up at closing time
- Any child under the age of six is alone in the library

Library staff members will evaluate the situation and try to contact the child's parent or guardian. If staff cannot reach the parent or guardian, the child will be placed in the care of the appropriate local law enforcement agency.

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## **PATRON CONFIDENTIALITY**

Athena Public Library takes steps to protect the privacy and confidentiality of all library patrons, no matter their age. Our commitment to patron privacy and confidentiality has deep roots not only in the law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "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." Athena Public Library's privacy and confidentiality policies are in compliance with applicable federal, state, and local laws.

State law protects patron library records from disclosure if a member of the public or the media requests them. Library records include circulation records, patron names together with addresses or telephone numbers, and email addresses. Library records may be subject to disclosure to law enforcement officials under provisions of state law, the USA PATRIOT Act or in a civil lawsuit. Librarians may be forbidden from reporting to patrons that records have been requested or obtained under provisions of the USA PATRIOT Act.

### **Privacy and confidentiality policy**

We post publicly the library's privacy and information-gathering policies. We avoid creating unnecessary records, we avoid retaining records not needed for library business purposes, and we do not engage in practices that might place personally identifiable information on public view without patron consent.

#### **Information the library may gather and retain about library patrons includes the following:**

- Information required to register for a library card (e.g. name, address, telephone number, email address, birthdate)
- Records of material checked out, charges owed, payments made
- Requests for interlibrary loan or reference service
- Sign-up information for library classes, programs
- Information about topics searched for (does not contain any personally identifiable information)

The library will not collect or retain private and personally identifiable information without patron consent. Individuals may choose to submit their names, email addresses, postal addresses or telephone numbers in order to receive library services, such as registering for library cards, ordering materials, receiving personal responses to questions or being added to specific mailing lists. If patrons consent to give us personally identifiable information, we will keep it confidential and will not sell, license or disclose it to any third party, except those working under contract to the library, or except as required by law.

We never use or share the personally identifiable information provided to us in ways unrelated to the ones described above without also providing patrons an opportunity to prohibit such unrelated uses, unless we are required by law to do so.

## **Access to accounts and patron responsibility**

### **Protecting Your Library Card**

It is the patron's responsibility to notify the library immediately if their card is lost or stolen or if they believe someone is using your card or card number without permission. We encourage patrons to protect their passwords for privacy and security.

### **Keeping Account Information Up-To-Date**

Patrons may access personally identifiable information held by us and are responsible for keeping that information accurate and up-to-date. Patrons may choose to use a preferred name in addition to your legal name. If preferred name is given, library correspondence will be addressed to the preferred name. Please ask a staff member if you have questions about the process for accessing or updating information.

### **Parents and children**

We respect the privacy of all library patrons, no matter their age. Parents, guardians or caretakers of a child under age 18 who wish to obtain access to a child's library records, including the number or titles of materials checked out or overdue, must provide the child's library card or card number.

### **Security measures**

Staff may access personally identifiable information stored in the library's computer systems only for the purpose of performing their assigned library duties. Staff will not disclose any personally identifiable information to any other party except where required by law or to fulfill a patron's service request.

### **Illegal activity prohibited and not protected**

Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the library from exercising its right to enforce its Rules of Behavior, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

The Library Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director confers with the City of Athena and City Attorney before determining the proper response to any request for records. We will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form.

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