

Attachment "A"

CITY OF WILLCOX ELSIE S. HOGAN COMMUNITY LIBRARY GENERAL POLICY Revised July 2019

Welcome to the Elsie S. Hogan Community Library. If you have questions on this or any other part of our library services or policies, please feel free to speak directly to a member of the library staff, the Manager, or call us at (520) 766-4250.

I. MISSION STATEMENT

The Elsie S. Hogan Community Library connects people, information, and ideas to promote lifelong learning, literacy development, and community involvement to assure the best quality of life.

We accomplish our mission by striving to:

- Manage a knowledgeable, friendly, and professionally trained staff.
- Provide and maintain a current collection of materials in a wide variety of physical and electronic formats.
- Promote literacy development and a love of reading through programs, materials and services.
- Offer a community meeting space where members can gather, interact, and participate in programs and events of public interest, study, and enjoyment.
- Promote equitable access to information and technology by providing Internet access and relevant training classes for the public.
- Collaborate and cooperate with City departments and community organizations to extend the library's reach and community impact.
- Stay up-to-date with evolving community needs and interests by continuously adapting and evaluating our services, programs and collection.
- Invest in our staff, technology and infrastructure in order to best serve community needs.

II. VISION STATEMENT

The Elsie S. Hogan Community Library aspires to be the center of information and discovery in the community. Through innovative programming, relevant collections and responsive services, our goals are to support lifelong learning and the joy of reading, and to enrich, entertain and educate residents of all ages and cultures.

III. GENERAL INFORMATION

A. Obtaining a Library Card:

1. Any Cochise County resident and/or his/her dependents shall be allowed the privilege of using library services without fee for the initial borrower's card. Proof of Cochise County residence (post office box numbers along with description of the location of residence will be accepted addresses), a reference (name, address, phone no.), and a picture ID are needed to obtain a library card. Lost or damaged cards will be replaced for a fee of \$1.00 (non-refundable).
2. A parent's or guardian's signature is required for applicants under 18 years old. A parent/guardian must be present when a child applies for a card. If a child is old enough to write their own name, then they are old enough to have a card; however, if any parent or legal guardian has outstanding fines on library items, a card will not be issued to the child until all fines are paid.

3. A ten dollar (\$10.00) refundable deposit shall be required of any non-resident patrons. These patrons will be given a temporary library card and shall have full library privileges. The deposit will not be returned if the card is lost, stolen or damaged. A deposit will be refunded when:
 - a. The patron returns the temporary library card in good condition, with proof of ID and paid receipt; and
 - b. All materials have been returned; and
 - c. All charges and fines have been paid.
4. Three types of borrower's cards shall be issued:
 - a. Adult - anyone 18 years of age or older.
 - b. Student - anyone 17 years of age or younger, must have parent or legal guardian signature.
 - c. Temporary Adult (non-resident) - \$10.00 deposit (refundable) required.

B. Circulation:

1. Patrons will be limited to possessing 10 items per library cardholder.
2. Most materials are checked out for a three-week loan period with the exception of movies, which are checked out for one week, and newly released items are checked out for 10 days depending on the status of the material.
3. Materials may be renewed once; some restrictions may apply. Renewals may be done in person, by telephone, or online, depending on the status of the material. Our phone number is printed on the library card.
4. Reserves for materials will only be held for one week after the patron has been notified that the material is available.
5. There will be no circulation of library materials or equipment to patrons with fines in excess of five dollars (\$5.00), or with an excess of overdue materials, unless payment arrangements have been made with the Library Manager or designee, and posted in the patron's record. We will no longer accept the patron's word for it that arrangements were made previously.

C. Overdue Materials Policy:

1. Overdue notices will be processed and sent out weekly. Library privileges will be suspended for any patron with a delinquent status who has not made payment arrangements.
2. Patrons may not check out additional items, including library equipment, until overdue items are returned, rechecked, or payment arrangements have been made. Payment arrangements may be made at the Library Manager's or designee's discretion.

D. Fines and Replacement Information:

1. Overdue materials will be charged per item fines as follows:
 - Books - Regular 3-week checkout @ \$.10/day, with a 2-day grace period.
 - Books - New releases @ \$.25/day, with a 2-day grace period.
 - Audios, CD-Books and Music CDs @ \$.10/day, with a 2-day grace period.
 - Interlibrary Loan Items @ \$.25/day, with a 2-day grace period.
 - DVDs @ \$.25/day, with a 2-day grace period.The maximum fine shall be five dollars (\$5.00) per item.
2. Patrons shall replace any Library item(s) lost, destroyed or mutilated before circulation privileges are reinstated. See the section titled "Reimbursement Policy".

E. Camera, Video, Audio-Taping, or Other Recording Device Use:

We respect our patron's right to privacy, therefore, no use of cameras, camera-phones, video or audio-taping equipment, or other recording device is allowed in the library without the express

permission of the Library Manager.

- F. Scan and FAX Service:** Patrons may send faxes at a cost of one dollar (\$1.00) for the first page and fifty cents (\$0.50) for each page thereafter. Patrons may scan their own documents to their own flash drives/e-mail, using the Public Access printer/copier, at no charge, or if necessary, they may purchase a flash drive at the front desk from the Friends of the Library, at a cost of six dollars (\$6.00) each.

G. Meeting Rooms:

Library meeting rooms are for meetings or programs of an educational, philanthropic, cultural, recreational or civic nature, and for other functions which, in the judgment of the City of Willcox or the Library Manager, will benefit the residents of the community. Specific requirements concerning their use are contained in the section titled "Meeting Room Policy".

H. Smoking:

Smoking is not permitted anywhere on these premises.

IV. REIMBURSEMENT POLICY

- A.** The policy of the library is to ask patrons who damage or lose library materials to reimburse the library for those materials. Staff makes every reasonable effort to secure such reimbursement for library materials and for inter-library loan materials, by notifying patrons of overdue books and billing for any outstanding charges before privileges are suspended.
- B.** This reimbursement policy allows staff to collect immediately for lost and damaged items. All cataloged items will be reimbursed at the price indicated on the item record, according to material code. In most instances, this will be the actual price of the book or materials, plus a \$3.00 processing fee per item.
- C.** For specialized materials such as audiobooks, DVDs, CDs, reference books, old or rare books, or any other materials which do not fit easily into one of the material codes, a default price from the computer policy file will be used. Staff members are allowed to use their own judgment in making exceptions for unusual materials or circumstances.
- D.** Checks should be made payable to either the City of Willcox, or to the Cochise County Library District, depending on ownership of the item.

V. AUTHORITY AND RESPONSIBILITY FOR THE MAINTENANCE OF COLLECTIONS

- A.** It is a function of librarians to select and/or discard library materials and to advise on their use. They are fitted for this task through training and experience; however, they must of necessity work within limitations of space and budget. Although they try to inform themselves as well as possible, they must work within their limitation of knowledge. Selection and withdrawal processes are therefore cooperative, and we welcome advice and suggestions from members of the community or authorities in various fields. Librarians however, are responsible for judging the needs of their collections and their communities, and they must make the final choices.
- B.** Responsibility for book selection and book discarding for the library rests with the Library Manager or designee, who operates within the framework of the policies and procedures developed by the Cochise County Library District.

VI. WITHDRAWAL AND WEEDING OF MATERIALS FROM LIBRARY COLLECTIONS

Materials are regularly discarded from library collections. They are withdrawn because they are out-of-date, so badly worn or damaged that they cannot be bound or mended, because it is cheaper to replace them, or because they are once-popular materials that are no longer used. Space, the cost of replacement, and the condition of the collection are factors in these decisions. Withdrawn books are donated to the Friends of the Library, whose proceeds are all directly or indirectly returned to the library.

VII. GIFTS

Gifts of books, monetary gifts, and other materials are accepted with the understanding that they may be used or disposed of according to policy. The library recommends that all donations be given through the Friends of the Library. New titles acquired in this manner are subject to the basic standards of selection. Replacement and duplicate copies are added to the collection if needed. The cost of processing and the availability of shelving space are also factors in determining acceptance of gifts. The library does not provide evaluations of gifts for tax deductions or other purposes.

VIII. RIGHTS

A. This library subscribes to the Library Bill of Rights developed by the American Library Association as follows:

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with restricting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background or views.
6. 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.

B. Controversial Materials:

Intellectual freedom is the right of citizens in a democratic society to seek any information they want, without interference from the government or other citizens. Public libraries and library staff support the concept of intellectual freedom, which means that they try to stock a wide variety of materials, representing many different viewpoints, reflecting the diversity of the community. Some of these materials may be offensive to individuals or groups because of what they consider to be profanity or obscenity, or they might object to the social, economic and political ideas, religious viewpoints, the background of the author, the kinds of information provided, or for other reasons. Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, the ability for library users to access electronic information using library computers does not indicate endorsement or approval of that information by the library. We do believe it is essential to provide such materials if the American ideal of freedom is to be retained.

C. Age:

American public libraries flourish out of a commitment to the principle that knowledge and access to

information empower the individual. Libraries embody the firm belief that information must not be the exclusive province of a privileged few and that it should be widely and freely available to all. Each individual may choose what he/she wishes to read or view, but may not control what others read or view. Responsibility for the choices that children make rests solely with their parents or legal guardians. Librarians do not legally act “in loco parentis” (in the place of parents) as teachers do. Library staff and volunteers make reasonable efforts to assist users of all ages who are in search of information or learning how to use computers. While it is fine for a librarian to help a child find age-appropriate materials and suggest alternatives for a child who has randomly chosen a book that may be too “adult”, the librarian shall not forbid a child to check out a given book because the librarian disapproves of the book. Even in a small community, some parents are very restrictive, and other parents are very permissive. The parent of the child should make final decisions about what their child is allowed to read. As with other library materials, it is the responsibility of the parents/guardians, not the library, to restrict their children’s access to on-line materials that are harmful to minors as defined in ARS Section 13-3501 (1). Parents should accompany young children to the library, and establish rules and expectations for older children that are in accordance with family values.

IX. LABELING AND COMPLAINTS

- A.** It is sometimes suggested that a label be affixed to library materials indicating a political or social point of view or indicating that an item is questionable or controversial. Such labeling suggests that Americans are incapable of making up their own minds about controversial subjects, and this practice is contrary to the American idea of the free market place of ideas. We do not subscribe to this practice.
- B.** In order to deal with objections to any item in the library, a policy and procedure has to be established. No item is to be removed or restricted because of a complaint except in accordance with this policy and procedure.
- C.** All book complaints must be filed in writing with the Library Manager. Complaints must be signed by the complaining party. The library will then have one month in which to review the complaint and the book. A meeting will then be set to determine the appropriate library action on the complaint. The complaining party will be notified at least three days in advance of such meeting. The library’s decision is final.

X. MATERIAL SELECTION POLICY

The library, as part of its material selection policy, subscribes to the following statements published by the American Library Association:

1. Freedom to View
2. Free Access to Libraries for Minors
3. Freedom to Read Statement

XI. MATERIAL SELECTION GUIDELINES

- A.** Standard Bibliographies:
 1. Library Journal
 2. School Library Journal
 3. Publisher’s Weekly
 4. Baker and Taylor; Ingram catalogs

B. Review Media:

1. Newspapers
2. Special reviews
3. New York Times Book Review

C. General factors for selection and rejection:

1. Literary quality
2. Cost
3. Balance of collection/need for subject representation in collection
4. Availability of material elsewhere in the community
5. Accessibility through ILL and/or cooperative ventures
6. Background of library patrons
7. Ethnic background of area served
8. Consideration of popular demand

XII. STANDARDS OF ACCEPTABLE BEHAVIOR:

The library is funded by the City of Willcox and Cochise County. The library, through its staff, desires to maintain its facility in a clean, pleasant and safe manner. The library is to be used as a place to read, choose books and other library materials, use computers and the photocopy machine, attend library programs, FAX documents, and request information from library staff.

Occasionally, a library visitor engages in behavior that is unacceptable or dangerous to themselves, other patrons, library staff, or volunteers. Unacceptable behavior is defined as any behavior that constitutes a crime, impinges on the rights of others, could result in injury to oneself or others, or could result in damage to or loss of library property. It is the policy of the library to ask people to modify unacceptable behavior or to leave the library premises. In the case of a suspected criminal offense, or refusal to modify unacceptable behavior, the Willcox Department of Public Safety will be contacted. The following listed behaviors are considered by the library to constitute unacceptable behavior.

Criminal behaviors include, but are not limited to the following:

- Theft
- Vandalism to library property (including facilities, equipment or materials)
- Entering the library with any instrument that may be used as a weapon (a weapon is defined as anything that can be used to cause injury and includes, but is not limited to, guns, knives, explosive devices, clubs, or caustic chemicals)
- Physical or verbal fighting (this behavior may be considered to constitute assault or disorderly conduct depending on the severity)
- Use of library computers or Internet in any way that violates Willcox Municipal Code, Arizona or Federal laws
- Exhibitionism or flashing of a sexual nature
- Gambling

Other **unacceptable** behaviors include, but are not limited to the following:

- Using offensive or abusive language, violent or seriously disrupting behavior, or making unreasonable noise
- Consuming food or drink by library patrons is generally not permitted, **except in specific** designated areas
- Intoxication of any kind
- Use of tobacco products of any kind, anywhere on the premises

- Use of radios, tape or CD players, or other noise-emitting electronic devices without the use of headphones
- Leaving children younger than seven at the library without appropriate supervision (appropriate supervision means controlling any behavior by young children that could disrupt other library patrons or staff)
- Disciplining children in the library in a manner that injures the child or disrupts others
- Use of cell phones, including camera phones, except in specifically designated areas
- Soliciting for any purpose

XIII. ARIZONA RESOURCE ACCESS AND ATTAINMENT POLICY (AzRAP)

- A.** The library is committed to working with all public, private, academic, school, special and tribal libraries to help all Cochise County residents find the information they need and want, and to attain that material.
- B.** To assure that result, and in return for access to the Worldwide Cataloging System (WorldCat), unlimited Inter-Library Loan (ILL) fees paid, and batch loading as needed, the library **will**:
1. Support the Statewide database project that provides a broad range of topics available to all residents, and to all public and K-12 public and charter school libraries, and if called upon, share costs, if or when necessary, with the Cochise County Library District.
 2. Support pilot projects allowing this library to test new technologies to meet patrons' needs, such as e-readers, and alternative means, such as purchase-on-demand.
 3. Support training for library staff members on Reference Services, including helping patrons find materials through virtual services.
 4. Work with patrons, at no charge, to locate materials.
 5. Provide specific information on attaining material. The library will offer several options to attain material, including: patron purchase of low-cost materials, such as print-on-demand; library (district) purchase of materials; database and web sources; and inter-library loan.
 6. When materials can only be attained for a reasonable cost through inter-library loan, the library will offer to secure the materials, with the patron covering the postage costs (capped at \$6 per item), and any fees charged by the lending library. No other fees or charges will be passed on to the patron.
 7. Provide materials to other Arizona public, regent, or community college libraries at no charge (fee).
 8. Provide the Arizona State Library, Archives and Public Records (ASLAPR) with electronic copy of this policy each time it is updated.
- C.** The library **will** maintain constant compliance with this policy in order to apply for and receive future Library Services and Technology Act (LSTA) and State Grants-In-Aid (SGIA) Grants.

XIV. MEETING ROOM POLICY

A. Purpose

The library meeting rooms are for meetings or programs of an educational, philanthropic, cultural, recreational or civic nature, and for other functions, which, in the judgment of the City of Willcox and the Library Manager, will benefit the residents of the community.

B. Statement of Policy/Principles

1. Use of a library meeting room for City of Willcox, library, library-affiliated or library-sponsored/co-sponsored meetings or programs shall have priority over all other requests. Thereafter, requests are considered in the following order:

- a. Federal, State, County, City and Town governments and their committees/agencies.
- b. All other users on a first come, first served basis.
2. The Library reserves the right to relocate or cancel a booking of a library meeting room, for either City of Willcox business or a library program, with a 24-hour notice.
3. Scheduling of a meeting or program of a group or organization in the library does not in any way constitute an endorsement by the library of the group or organization; its activities; or of the ideas and opinions expressed during the course of meetings or programs held at the library.
4. The use of the name, address or telephone number of the Elsie S. Hogan Community Library as the address for any group using the library for meeting purposes is prohibited.

C. Guidelines

1. All requests to use the meeting rooms must be made in advance by a Willcox resident who takes responsibility for the group’s compliance with this policy and for protection of all library property in connection with the meeting.
2. Local non-profit organizations and associations may use a library meeting room free of charge during library hours. They must allow the general public access to their meeting, and may not charge admission fees.
3. For-profit groups and businesses may use a library meeting room for education and training, but may not sell or dispense their product, distribute advertising, or schedule appointments for follow-up sales.
4. No group may transfer use of a library meeting room to another group.
5. All fees are due upon submission of the application form.

D. Fee Schedule:

	Non-Profits/Associations	For-Profit/Private Use
Use During Library Hours	No Charge	\$35.00
Use During Non-Library Hours	\$25.00	\$50.00
+ Key Deposit (Refundable)	\$100.00	\$100.00
Equipment Charge (Reservation required)	No Charge	\$15.00
Food Service Cart (Only during library hours)	No Charge	\$15.00
Coffee Maker (ea.)	\$2.50	\$5.00
Iced Tea Maker	\$2.50	\$5.00
Microwave	\$2.50	\$5.00
Popcorn Machine	\$5.00	\$10.00
Toaster	\$2.50	\$5.00

E. Meeting Time and Days:

1. Normal library hours are as follows: Monday-Thursday, 10 – 6; Friday, 9 –5; Closed Saturdays, Sundays and Holidays.
2. Meetings must begin within 15 minutes of our scheduled closing time or an After Library Hours charge will apply. Those starting before 8 AM incur a Before Library Hours charge.
3. The Meeting Rooms will not be available on Saturdays, Sundays and Holidays.

F. Application Form and Procedure:

1. Reservations are made with the Manager of the library by submission and approval of the Meeting Room Application Form.
2. The person signing the Application Form must be over 18 years of age and in attendance when the Meeting Room is in use. That person shall be responsible for the conduct of their group, payment of fees and for protection of library property in connection with the meeting.
3. Reservations must be made at least seven days prior to the meeting date, in order to allow sufficient time to process the application and to notify the contact person. Applications may be accepted up to 6 months in advance.
4. Any fees are due with the Meeting Room Application.
5. The applicant will be contacted by the Library Manager or his/her agent if use of the room is not approved.
6. Cancellation of reservations for meetings is required 10 days in advance for the return of any fees.

G. User Responsibilities:

1. Chairs and tables will be provided, but must be set up by each group. Groups are responsible for returning furniture and equipment to the configuration in which the room was found.
2. Groups and/or individuals using the Meeting Rooms on Fridays and Saturdays must be responsible for disposal of trash on a carry-in/carry-out basis.
3. Groups are responsible for cleaning up after themselves, and for any damage resulting from their use.
4. Lights and equipment must be turned off.
5. Use of the Meeting Rooms when the library is closed requires a meeting with someone on the library Staff to obtain a key and review alarm procedures.
6. The kitchen must be cleaned and returned to the condition in which it was found.
7. Smoking is not permitted anywhere on these premises.
8. Failure to abide by any of these rules for meeting room use may be justification for denying the group further use of meeting room.

City of Willcox
 Elsie S. Hogan Community Library
 100 North Curtis Avenue
 Willcox, AZ 85643
 Tel.: (520) 766-4250 Fax: (520) 384-0126

APPLICATION FOR USE OF LIBRARY MEETING ROOM

Please complete this application and return it to the library. If the application is incomplete or illegible, it will be returned to you unapproved.

If you have made a tentative telephone reservation, you must submit this application prior to use of the room.

Meeting date (s): _____

Time room needs to be opened: _____

Meeting start time: _____ Meeting end time: _____

Name of your organization: _____

Non-Profit Association For-Profit Private Use Government

Purpose of meeting: _____

Estimated attendance: _____ (Maximum capacity for largest meeting room is **45**)

Number of chairs needed: _____ Number of tables needed: _____

Equipment requested: _____

The undersigned, on behalf of the above named organization, hereby indicates that he/she has read and agrees to comply with the policy and procedures governing the use of a library meeting room. The undersigned assumes all and exclusive responsibility for the preservation of order and the sole responsibility for any injury to persons, damage to library facilities or library or personal property, or loss of library or personal property that may result from this use. The library will not be held responsible for any materials, equipment, or personal belongings left in the building.

 Date of application Signature of applicant Print Name

Contact person: _____ Phone: _____

Email: _____

Address: _____ City: _____ State: _____

FOR OFFICE USE ONLY					
<input type="checkbox"/> Approved		<input type="checkbox"/> Not Approved		_____ Initials	
Meeting Room -	A	B	C	D	E TAG
Fee charged: _____			Equipment charge: _____		
Paid: \$ _____		Key Deposit: \$ _____			

XV. ARIZONA ADDRESS CONFIDENTIALITY PROGRAM (ACP)

All persons enrolled in this program by the AZ Secretary of State's office, upon displaying proper documentation to a library staff member, will be issued a Temporary Patron ID card, with the ten dollar (\$10.00) fee waived. Any and all questions will be referred to the Library Manager.

XVI. INTERNET, WIRELESS & COMPUTER USE POLICY

In accordance with the mission of the library, public access to the Internet is provided as an integral part of information services. As the library is a gateway and guide to ideas, information and entertainment, the library endeavors to develop collections, services and resources to fulfill this mission. In accordance with this mission, one such resource is public access to the Internet, whereby the library provides free access for all cardholders in good standing, and free WI-FI for customers with their own laptops.

The Internet is a global entity with a highly diverse user population, and library customers use it at their own risk. Internet users should be aware that not all sources on the Internet provide accurate, complete or current information. Provision of Internet service does not imply that the Library endorses or approves of any material accessed. The Library assumes no responsibility for any direct, indirect, or consequential damages resulting from its connections to the Internet, nor can it guarantee privacy of any Internet sessions.

Child Safety on the Internet

The library provides Internet access on PCs which are filtered appropriately for youth, to comply with the federal Children's Internet Protection Act (CIPA), and adult areas of the library. Even with filtering, some Internet sites that are inappropriate in a library setting may be displayed. Because the library is a public place, library staff has the authority to end an Internet session when such material displays, at which time a warning message is sent electronically to the user. The second violation of this policy may result in suspension of their computer use privilege for a period of time.

Parents or guardians, not the library or its staff, are responsible for the Internet information selected and/or accessed by their children, and must grant formal permission for access in writing, through the "Authorization of Internet Access by Minors" form. Wireless Internet service is also filtered. Parents are encouraged to discuss the use of the Internet with their children in relation to family values and boundaries, and to monitor their children's use of the Internet. Because there is no age requirement for using PCs in certain areas, and because no filtering software is 100% effective, parents are advised that objectionable material could still be accessible. As a public institution, open to use by minors, the library restricts access to certain materials as described in the Arizona Harmful to Minors Act, (ARS Title 34, Chapter 5, Sections 13-3501, 13-3506, 13-3507, and 13-3508). Violation of this law is a Class 6 felony. ACCESS TO OBSCENE, PORNOGRAPHIC, OR SEXUALLY EXPLICIT MATERIALS TO POST, VIEW, READ OR PRINT IS STRICTLY FORBIDDEN.

The library reserves the right to suspend a customer's privilege to use the Internet due to illegal or unethical use of the Internet or for any other violation of policy or guidelines, and also to modify this policy and guidelines at any time.

Internet, Wireless and Computer Use Guidelines

The following guidelines have been established to maximize fair usage of the library computer resources:

1. All workstations are available for use via the automated reservation system or for wireless access login codes, at the front Circulation Desk. Access to computers in the Teen area is limited to young adults ages 13-17. Minors (age 17 and under) may not use the Internet without a proper authorization form on file, signed by their parent or legal guardian.
2. For Internet access using the automated reservation system, users need to be registered Elsie S. Hogan Community Library cardholders in good standing; for out-of-county/state users, a temporary

Guest Card may be issued. Users shall not commit fraud by using another patron's library card, name, or identification.

3. Computers are available during normal hours of library operation. Time limits apply. Time limits are managed by EnvisionWare's PC Reservation module. Each location provides several computers with various initial time periods, from 30 minutes to 1 hr. These limits may be extended by the user in 30 minute increments, up to double the initial time period, if no one is waiting. The last sign-up is 45 minutes before closing and patrons will have only 30 minutes on the computer. The automated computer management system will shut down all public access computers at a designated time each day.
4. Customers may not use their own software programs on the library's computers. Customers may not download any files onto the hard drives of library computers. Downloads should be made directly onto their own USB flash drive. Headphones/earbuds are required for sound, and are also available for purchase.

***WARNING:** Files downloaded from the Internet may contain a virus. When using the wireless service, customers should have virus checking software on their own computer to check downloaded files. The Library is not responsible for damage to a customer's flash drive or computer, or for any loss of data, damage, or liability that may occur from use of the library's computers or its connection to the Internet.*

5. Library staff cannot provide in-depth training or troubleshooting concerning the Internet, wireless Internet access, or the customer's equipment.
6. Material may be printed at a cost of twenty-five cents (\$0.25) per page for a black and white copy, or seventy-five cents (\$0.75) per page for color. Patrons will be charged for all pages printed. It is the responsibility of the patron to properly select pages to print. The automated print management system will give you prompts. Please ask for assistance if needed. Regarding the wireless service, printers are not available for use with the customer's equipment. Documents that need to be printed should be saved to a flash drive and printed from the library's equipment that serves the Public network only, not the City network.

WHILE EXPLORING THE INTERNET, PLEASE REMEMBER:

Customers may not always be able to access all the sites they wish for various reasons: the host computer may be out of service or have changed its address, lines to the host computer may be congested, or the library's connection may be temporarily down.

COMPUTER/INTERNET USER RESPONSIBILITIES:

1. Respect the privacy of other library customers during their computer sessions.
2. Illegal or unethical use of the Internet is prohibited. The library cooperates fully with authorities wishing to prosecute criminals.
3. Sending lewd, threatening, or unsolicited e-mail/text messages is prohibited.
4. Damaging or altering computer hardware or software is illegal, and perpetrators will be prosecuted. Video surveillance cameras monitor the library's computer areas 24/7.
5. Customers may not attempt to circumvent or compromise the security of any host, network, or account. This includes, but is not limited to, probing the security of other networks, logging into a server or account that the customer is not expressly authorized to access, or masquerading as another person in order to obtain access to their account.
6. The library makes no guarantees about and is not responsible for the security of information transmitted and received during your wireless Internet session. Wireless signals can be intercepted and cables can be tapped. Only connections to secure web sites are encrypted.

7. While using library computers, customers are expected to abide by policies regarding food, drink, and behavior, as outlined in the Library General Policy.

XVII. INTERNET FILTERING POLICY

The library provides access to the Internet via public access computers and wireless service. Access to the Internet is provided as an integral part of the library's research, education, and information services, and the library upholds and affirms the right of adults to have access to constitutionally-protected materials. All customers are expected to use the Internet in a manner consistent with these purposes and with respect and consideration of other library users.

The City supports the application of Internet filters in accordance with state and federal laws. Per ARS 34-502, the library will provide Internet filters to both its wireless system as well as its public computers that prevent minors from gaining access to visual depictions of child pornography, material that is harmful to minors or obscene, and that prevent anyone from gaining access to visual depictions of child pornography or that are obscene.

The library is not responsible for policing access to the wireless Internet system, as it is open to anyone with a wireless device, both inside and outside the facility.

Patrons may request that a website blocked by the library's filters be unblocked by following the procedure as specified by the Library Manager or designee, provided said site(s) do not violate state or federal laws. The Manager or designee will develop and enforce these procedures, which will be posted in a conspicuous location within the library and may be viewed by the public at any time.

The library cannot control the resources on the Internet even through the use of filtering software. No Internet filter is 100% effective. A filter may still allow information that is objectionable or potentially offensive to children to be accessed. The Manager will develop a complaint procedure, and will periodically review the effectiveness of the filtering software with the City's Information Technology (I-T) provider.

In accordance with ARS 34-502, this policy will be reviewed by the library at least tri-annually.

XVIII. INTERNET FILTERING FAQ

The library values free and equal access to information, even when that information may be controversial, unorthodox or unacceptable to others. With its implementation of filtering software, the library balances its commitment to customers' diverse interests and individual rights with the need to comply with federal and state laws intended to protect minors from content that could be harmful or obscene.

Why do computers have filtering software? Arizona Revised Statutes 34-501 and 34-502 mandates Internet access be filtered for minors. It requires that public libraries that provide public access to the Internet "deploy and enforce a technology protection measure to prevent minors from gaining access to visual depictions that are child pornography, harmful to minors, or obscene." Additionally it requires libraries to "deploy and enforce a technology protection measure to prevent anyone from gaining access to visual depictions that are child pornography or obscene." (ARS 34-502)

What sites are filtered? The filtering software blocks sites that depict child pornography (ARS 13-3553), material harmful to minors (ARS 13-3501), and obscene material (20 United States Code section 9101).

How does the filtering software work? The filtering software blocks sites that depict pornography, child pornography or obscenity.

Who decides which sites should be blocked? The Library Manager selects the categories of websites to block as defined by the vendor of the filtering software. Currently, the only categories selected are 'Adult Content,' 'Nudity', and 'Pornography.'

Will children be safer using filtered Internet access? That is the goal. However, no filtering software is totally accurate, nor is it a substitute for parental judgment and oversight. The library believes that the reading and viewing activity of children is ultimately the responsibility of parents who guide and oversee their own children's development. The library does not intrude on that relationship, except when mandated by law.

Will objectionable material based on hate or violence be blocked? No.

Will information on health and sexuality be blocked? The filtering software is designed to block images and videos that depict pornography, child pornography or obscenity, not medical information or information on sexuality. However, there may be instances where information has been inappropriately blocked. If this happens, please complete the Request for Unblocking a Website form. Library staff will evaluate the request and if deemed appropriate, will unblock the website.

Are social networking sites such as Facebook or blogs filtered? No.

How can customers request that a site be permanently unblocked? Customers may complete and submit a Request for Unblocking a Website form. Library staff will evaluate the request and if appropriate, will unblock the website.

Can the filters be turned off? The filter will be disabled only if the blocked site is appropriate for viewing in a public space and the site has been reviewed for compliance with state and federal laws.

Will the wireless Internet connection be filtered? Yes.

XIX. REQUEST FOR UNBLOCKING A WEBSITE

For more information, read the Internet Use Policy and Internet Filtering FAQ. You will be notified of a decision within 5 business days. Forms are available at the circulation desk.

Name:
Your email address:
Phone number:
Web site address:
Reason for unblocking?
18 or older? <input type="checkbox"/> Under 18 <input type="checkbox"/>