

Tolleson Public Library Policy Manual

Vision Statement:

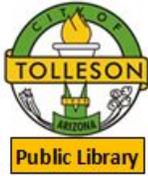
Tolleson Public Library-the vital information link for our close-knit, progressive community.

Mission Statement:

The mission of the Tolleson Public Library is to advance knowledge and inspire life-long learning in our community by providing free and open access to materials and information in a safe, reliable environment to enrich, empower and strengthen our society.

Revision Date: 10-12-2015

City Council Approval: 12-8-2015



Tolleson Public Library Behavior Policy

Tolleson Public Library facilities, resources and services are available for the enjoyment of all. No person has the right to interfere with the ability of another to use and enjoy the Library. The following policy has been adopted to ensure the health and safety of all library staff and patrons, to protect library property, and to maintain order in the library. Disruption of library services will be addressed according to the level of seriousness. Violations of this policy may result in a verbal warning, a one-day or more expulsion from the library, a letter or phone call to a parent or guardian, a report to police, or a combination of any of these responses, based on staff discretion. . If expelled from the Library, the patron may submit a request to the Library Manager for reinstatement. The Library Manager will automatically review cases of expulsion given for a period of one month or more. If the Library Manager denies a reinstatement request, a reconsideration request may be made to the City Manager. A request for reconsideration must be submitted on the Library's Request for Reconsideration of Library Privileges Form. After review, you will receive a letter communicating the decision of the City Manager.

Level One

- Obstructing the entrances, exits, restrooms, and library facilities
- Relocating library furniture or equipment without the permission of library staff
- Using skateboards, bicycles, scooters and other wheeled toys or shoes inside the library or around entrance doors
- Bringing animals (except service animals) into the library
- Running
- Littering

Level Two

- Using cellular phones or audio equipment audible to others
- Inappropriate public displays of affection
- Talking in a loud or disruptive manner

Level Three

- Gambling, placing or making bets, exchanging money on library property
- Failure to follow instructions from staff
- Using offensive, threatening, harassing or abusive language or gestures and/or being disruptive to patrons or staff

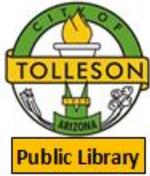
Level Four

- Exhibitionism or flashing
- Tampering with or intentionally damaging computer hardware, software, printer, operation systems or other associated equipment
- Using or selling drugs, alcohol or tobacco on library grounds
- Bringing weapons on the premises. A gun locker is available for patrons to secure their weapons
- Abusing or vandalizing library facilities, furnishings or equipment
- Any illegal activities not previously mentioned

NOTE: Repeat violations may result in expulsion.

Revision Date: 10-12-2015

City Council Approval: 12-8-2015



Tolleson Public Library Circulation Policy

The Tolleson Public Library has adopted the following circulation policy to ensure fair and equal access to the Library's materials. Patrons must present a library card to check out library materials. There is a limit of 15 items for check out, including a maximum of 5 DVDs per household.

Check out periods

DVDs	7 days
Interlibrary loans	14 days
All other materials	21 days

Interlibrary Loan

Library users may borrow books through interlibrary loan. Library users who fail to return materials borrowed via interlibrary loan will be charged the cost of the item (as determined by the lending library) plus a \$5.00 processing fee. Library users who request an item via interlibrary loan and fail to pick it up upon notification will be assessed a fee of \$5.00 for each unclaimed item.

Renewals

Renew online at <http://www.tollesonaz.org/index.aspx?NID=467>. Use the barcode number on back of your library card and your PIN to access your account. Renew by phone at 623-936-2746. Please have library card number available.

Return of Items

Tolleson Public Library materials cannot be returned to any other library within Maricopa County, nor should materials from other libraries be returned to Tolleson Public Library.

Overdue Items

Books, magazines	\$.10/day
DVDs	\$ 1.00/day
Interlibrary loans	\$ 2.00/day

Fees

Replacement Library Card	\$ 2.00
Lost or damaged item	Cost of item plus \$2.00 processing fee

A patron may provide a new replacement copy that duplicates in format, edition, etc. the lost or damaged item if a librarian determines that it is an acceptable replacement. The processing fee will still be charged.

ILL Unclaimed Fee	\$ 5.00
Returned check fee	\$ 25.00 plus bank fee
Copies	\$.20/page
Double Sided Photocopies	\$.30/page
Color Copies	\$.30/page

Library personnel have the right to refuse or limit the number of copies made or pages faxed based on staff capacity, reasonable requests, and system availability.

Maximum Fines

In order to encourage return of long-overdue materials, there is a maximum per-item fine of \$10 for DVDs and \$5.00 for books and magazines, if they are returned within one year. This maximum fine is exclusive of book damage and processing charges. After one year, the fine is the cost of replacing the item. The maximum fine does not include any fees that may have accrued as the result of referral to a collection agency.

Waiver of Fines and Fees

The library staff has the option of waiving or reducing charges if they determine extenuating circumstances so warrant.

Damaged Items

Charges are also assessed for lost or damaged materials to encourage users to take proper care of public property. The following charges will be assessed for materials returned damaged.

Missing DVD Insert	\$ 2.00
DVD case replacement	\$ 3.00
Damaged page with torn or erasable pencil marks	\$ 1.00/per page
Missing Barcode Replacement	\$ 3.00
Missing book jacket and spine label replacement	\$ 3.00

Overdue Notices

In order to remind cardholders of outstanding items, two notices will be mailed: one each after items are seven (7) and twenty-one (21) days late. Cardholders have the option of having notices delivered through the mail, by e-mail or by text message. Failure to receive a notice will not be considered grounds for waiving a fine, as library users are responsible for keeping track of the due date of their library materials.

Payment of Fines

The Library will accept the following forms of payment for fines accrued: Cash, credit or debit card, or personal check. If a check is returned unpaid, a returned check fee of \$25 will be added to the total costs.

Replacement Costs

In those instances where an item has been lost or damaged severely enough to require replacement, the cardholder will be charged the original replacement cost of the item, plus a \$2.00 processing fee to cover the cost of cataloging and preparing an item.

Refunds

If an item has been lost and paid for and is returned to the library within one month, a refund minus the \$2.00 processing fee will be made.

Blocked Cards/Collections

A patron's card is blocked when fines or charges accrue and will result in the loss of check out privileges. When the fines are paid, privileges will be restored.

Accumulated fees of \$50.00 or more will be referred to collections after a 60-day delinquency and check out privileges will remain suspended until charges have been paid.

Lost or Stolen Cards

If a card is lost or stolen, notify the library immediately, otherwise cardholder, parent or guardian is responsible for any unauthorized use.

Revised by Library Staff 10-20-2015

Change of address, phone number, or e-mail address

If cardholder or cardholder's legal guardian fails to receive an overdue notice because they failed to notify the library of a change of address, phone number or e-mail address, they will still be held responsible for any resulting fines or fees.

Rationale

The Library is responsible for ensuring that access to and use of our library materials is available to all. Having checkout limits and library fines in place motivates users to return materials on time so they are available for other borrowers.

Date: 10-12-2015

City Council Approval: 12-8-2015

Tolleson Public Library Interlibrary Loan Policy

What is an Interlibrary Loan (ILL)?

Interlibrary Loan is a service provided to Tolleson Public Library members in order to allow them to borrow materials from other library systems they are not available through the Tolleson Public Library.

What types of materials can I request through Interlibrary Loan?

Books, audiobooks and magazine/newspaper articles can be requested through this service.

**New Books (published within the last year) and DVDs cannot be requested.

What is required to place a request?

You must have an up-to-date Tolleson Public Library card with no overdue books or outstanding fines over \$10, and be at least 16 years old to place a request. Library members younger than 16 must have a parent or guardian place the request for them; the parent or guardian is responsible for picking up/returning the item, and any subsequent fees attached.

How much does Interlibrary Loan cost?

Tolleson Public Library does not charge Interlibrary Loan Service, and is usually able to fill most requests at no charge to the borrower. However, some lending libraries impose a fee for loaning out their material which would then be paid by the borrower.

**There is a \$5.00 fee for any ILL request placed and not picked up.

How many items may I request?

You may have five active ILL requests at one time. Active means from the time of placing the order until the item is returned to the library. Patrons with excessive fines and/or overdue books may not check out their ILL materials until fines are paid and/or books are returned.

How long will it take?

On average, orders arrive in 10-14 days.

How long may I keep the item?

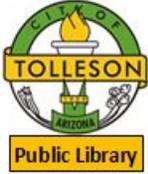
Most items are checked out for 14 days.

May I renew the items?

Many items are renewable; however, this is at the discretion of the lending library.

What about overdue fines or damaged/lost items?

You will be charged \$2.00 per day for each overdue item. A lending library will charge the cost of the item plus any processing fees for a lost or damaged item.



Tolleson Public Library

Collection Development Policy

Tolleson Public Library's collection development policy represents the basic guidelines upon which the library's collection is built. It was written by staff members using state and national standards, and is reviewed periodically and updated as necessary. It is available to anyone who may have an interest in knowing the philosophy which governs the library's materials selection. The purpose of this policy is to guide librarians in the selection of materials of contemporary significance and of permanent value and to inform the public about the principles upon which selection are made.

GOALS

- A. To select and purchase materials, within our financial ability, which will achieve a balance between materials of contemporary interest and permanent value and which will reflect differing points of view.
- B. To serve the community as a center of timely, accurate, and useful information.
- C. To provide an environment where citizens may encounter all types of ideas that are the basis of a free society.
- D. To select and provide easy access to materials, which will help meet the educational, informational, and recreational needs of all the people served by the library.
- E. In as much as the community is constantly changing, the library will continue to study the characteristics of its users. It will select materials suitable in form, subject content, and style to meet the present and future needs of the community.

To meet these goals, the Tolleson Public Library is guided by the American Library Association's Freedom to Read Statement.

GENERAL PRINCIPLES

Basic to this policy is the *Freedom to Read Statement and Library Bill of Rights*, as adopted by the American Library Association. This states, in part, "In no case should any book be excluded because of the race or nationality or the political or religious views of the writer. There should be the fullest practicable provision of material presenting all points of view concerning the problems and issues of our times – international, national and local; and books or other reading material of sound factual authority should not be proscribed or removed from library shelves because of partisan or doctrinal disapproval." The aim of the library is to provide the public with the materials needed for general reading, reference and recreation.

CRITERIA FOR SELECTION

Certain factors influence the selection of library materials. All acquisitions, whether purchased or donated, will be judged in terms of the following standards:

- Patron interest
- The author's reputation and significance as a writer
- The importance of subject matter to the collection
- Timeliness or permanence of the book
- Authority
- Inclusion in standard bibliographies or indexes - - Journal reviews in Booklist, Library Journal, School Library Journal, American Libraries, and Horn Book
- Price
- Suitability of physical form for library use, as well as type and legibility

Using criteria listed above, materials are reviewed in professional library journals and recommended for purchase by professional staff. The final responsibility for selection of library materials lies with the Library Manager.

SELECTION POLICIES BY TYPE OF MATERIAL

NON-FICTION

The nonfiction collection is selected to support the needs, interests, and demands of the community. Materials are selected to support both current interest and permanent need. Books are selected across subject areas based on general demand. The levels of

difficulty of materials are selected for the general public. Textbooks or extremely academic materials are not selected. Within subject areas with controversial topics or varying viewpoints, each side will be represented as fairly and factually as possible. Nonfiction is normally selected from review sources unless justification can be made for its purchase without such a review. Whenever there is enough demand or interest in a title or subject, an item with unfavorable reviews may be purchased. Patron requests for materials on popular subjects will be heavily considered.

FICTION

In selecting fiction the existence of a variety of types of novels and the need to satisfy readers of differing tastes, interests, purposes and reading abilities are recognized. The library's collection, therefore, includes representative novels of the past and present, notable for library quality and cultural value; historical and regional novels; novels related to the fields of art, industry, science, social problems, and the professions; satire, fantasy and humor; inspirational, mystery and suspense, science fiction, westerns and other adventure stories and romances. Patron interests and requests will factor in heavily in the selection of fiction. In the case of best sellers from the various best seller lists and other popular reading materials, demand will take precedence over all other selection criteria and titles will be purchased as demand dictates whether or not materials meet the library's other selection criteria.

MEDIA

The selection of media, including DVDs, music CDs, and audiobooks, will follow the same general criteria as for print materials. Popularity and customer interest will be the prime factor driving selection, coupled with price and expected longevity. Materials which are extremely liable to theft or mutilation will be purchased at the selector's discretion, and may not be replaced if lost or damaged.

BOOK SELECTION FOR CHILDREN

Materials for children are selected specifically for different ages, interests and development levels. Books, magazines, electronic resources and audiovisual materials should be made available to give children immediate reading pleasure; satisfy their curiosity and desire for information on all subjects; and encourage a love of reading

through this satisfaction and enjoyment as well as a feeling of security in the knowledge that there are sources to which they can go for information and pleasure.

Selection is made by the same standards which apply to adult materials with these additional criteria applied:

- Suitability of content and vocabulary to age level
- Quality of visual art
- Contribution to an appreciation of reading

Well-written books of imaginative fiction and those which authentically portray a period, incident or way of life are selected despite the occasional use of an unacceptable word or illustration, provided the total impact of the book meets other basic criteria.

Parents or legal guardians have the responsibility of selecting reading materials that their children may borrow.

BOOK SELECTION FOR YOUNG ADULTS

Young adult literature is chosen according to the basic collection criteria. However, recognizing the unique requirements of this age group, additional criteria to be considered are as follows:

- Inclusion of a wide range of subjects to meet the recreational reading interests of young adults
- Recognition that 12 to 18 year olds have many reading levels
- Selection of materials which encourage continued reading and which broaden the experiences of young adults
- Portrayal of people of all ages honestly
- Recognition of special characteristics of the teenage years: awareness of self, uncertainty and idealism often covered by aggression; need for a "hero" image and the close relationship with a peer group coupled with the need to conform to that group; breaking away from the family unit; uncertainty about the future while beginning to evaluate his or her own set of beliefs; sudden changes of

interests, ideas, values and attitudes; and a desire to accept responsibility while striving for adult maturity.

WHEN LIBRARY MATERIAL IS CHALLENGED

The choice of library materials by users is an individual matter. Parents and legal guardians are responsible for the materials their children borrow. While a person may reject materials for himself or for his children, he cannot exercise censorship to restrict access to the materials by others.

The Tolleson Public Library supports freedom and endorses the "Freedom to Read" ALA intellectual freedom statement. Citizens wishing reconsideration of library materials must complete the "Statement of Concern about Library Resources" in its entirety. Only signed complaints will be considered. The form is available at the circulation desk. A committee of two library staff members will read and review the library material to ascertain whether the library material meets the standards set forth in the book selection policy, and to make a written recommendation to the library director as to the validity of the complaint.

The Library Manager, after reviewing the recommendation of the committee, decides whether the library material remains on the shelf or is removed and notifies the patron of said decision.

A copy of the complaint form will be mailed to ALA Intellectual Freedom Committee.

REPLACEMENT OF MATERIALS

The library will not automatically replace all materials withdrawn because of loss, damage, or wear. Decisions will be based on the following considerations:

- Demand for the specific title
- Number of copies held
- Availability of newer and better materials on the subject
- Available funding
-

WEEDING

The Tolleson Public Library recognizes the need to continuously evaluate its collections in response to the changing nature and needs of its community, through the weeding (i.e., removal from the collection), replacement, and duplication of its titles. Weeding is a necessary function of selection because it systematically eliminates outdated materials, titles which are no longer of interest or in demand, unnecessary duplicates, and worn or mutilated copies.

GIFTS

Gifts and donations made to the library will be integrated into the collection following the same criteria used for selection. Any donations not used in the collection may be given to other organizations, sold or recycled.

LOCAL AUTHORS

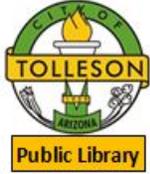
Donated copies of books written by local authors are accepted at the library; however inclusion within the library collection will be determined by library staff following general selection criteria. Local books will not be considered for purchase unless they are available through our vendor.

NEW TECHNOLOGIES

Recognizing that the technological age is initiating a revolution in information access and distribution, Tolleson Public Library will acquire various resource materials in various formats, as dictated through demand and price.

Date: 10-12-2015

City Council Approval: 12-8-2015



Tolleson Public Library

Computer Use Policy

Tolleson Public Library offers access to electronic resources including computer equipment, software programs, informational databases, and the Internet via its public computers as well as the wireless network. The Library's goal, and the purpose of this policy, is to make these resources convenient, easy-to-use, and readily available to all users of the Library.

Computer Use Procedures

Users of the Library's computers are required to have a valid Tolleson Public Library card on hand. The Library is not responsible for any loss or damage to users arising from their use of the computers or wireless network. A one-day-pass for computer use may be purchased by visitors 18yrs. or older for \$1.00 with an approved picture ID.

- **Hours of use:** Computers will be available for public use at the beginning of library business hours and will shut down thirty (30) minutes before the Library closes. Users should log off before leaving the PC.
- **Public computers** are set to run for one-hour sessions, however, time extensions can be provided by request at the Library Service Desk during non-busy hours. Computers will automatically log off when the user's time is up and any programs running will shut down. The computer will attempt to alert users a few minutes before their sessions are about to end. Those ignoring the alert risk losing any work that has not been saved or sent.
- **Laptop Lending Policy:** Laptops are available on a first come, first served basis for cardholders over the age of 18 with a library account in good standing. Borrowers' photo ID will be held at the circulation desk until the laptop is returned. Laptops must be returned to the circulation desk 30 minutes before library closing. Wireless printing is not available, nor can files be saved. USB flash drives are available for purchase at the circulation desk for \$2. The library is not responsible for lost or corrupted files and the user bears responsibility for replacement cost due to loss or physical damage.
- **Blocks on computer usage:** Computer access may be blocked for the following reasons; violation of the Computer Use Policy, or an expired library card.

- **Printing:** Computer generated prints are charged a .20 fee per printed page. Patrons are required to pay for all pages printed.
- **Saving Files and Documents:** Tolleson Public Library computers do not allow the user to save documents or personal files to the hard drive. All documents that are saved must be saved to a disk or USB drive belonging to the user. USB drives may be purchased at the circulation desk for \$2. The Tolleson Public Library is not responsible for loss of data that may occur when saving documents.

Courteous Computer Behavior

- Misuse, interference or disruption of network users, services, programs, software, or equipment will result in the loss of computer privileges, potential loss of library privileges and possible prosecution (ARS 13-2316).
- Conversation and audio sounds are to be kept quiet. Use of a single workstation by a small group is permitted provided that the group abides by the Library's Behavior Policy.
- As per the Library's Food and Beverage Policy, no food or drink is allowed at the public computers.

Illegal and Unacceptable Uses

- Patrons are expected to comply with all copyright and licensing agreements and computer protection laws. No downloading and/or installation of executable files from any source is permitted. Attempts to change the configuration files of any hardware or software on the Library's workstations, including attempts to disable the Library's filtering software will not be tolerated.
- The Library makes every attempt to protect the privacy of its users. The Library does not record or monitor details of activity on our public computers; however, library computer activity may be in view of other library users or library staff. Therefore, computer users will refrain from displaying images in public areas that are not appropriate for public viewing. Staff may intervene upon receiving a complaint or at their own discretion. A patron may face criminal prosecution for inappropriate use of a library computer (ARS 13-3501, 13-3502, 13-3506, 13-3507).

Children and Computers

- Parents or guardians of children under eighteen (18) must assume responsibility for their children's use of the Internet

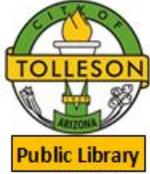
- In compliance with the requirements of the Children's Internet Protection Act (CIPA), all public computers are equipped with filtering software that prevents access to material harmful to minors; however, we cannot guarantee that users will be protected from offensive information. Parents and guardians are encouraged to read the "[Child Safety on the Information Highway](#)" produced by the National Center for Missing and Exploited Children and Inter-active Service Organizations for assistance on protecting their children.

Freedom of Speech

The Tolleson Public Library believes strongly in the free flow of information and makes every effort to comply with the First Amendment of the United States Constitution and Article II, Section 6 of the Arizona Constitution. Accordingly, any visitor to the Library who uses the electronic information resources and reasonably believes the Library's filtering software has unnecessarily blocked a website, can seek to have the site reviewed expeditiously by Library staff. If the Library staff, in its sole discretion, determines the website to be in violation of Freedom of Speech policy, a request may be submitted to the City's information technology department to modify the filter and permit access to the blocked site. The aforementioned procedural safeguards are not a license to purposely offend Library staff, and any attempt to do so may result in the loss of library privileges.

Date: 10-12-2015

City Council Approval: 12-8-15



Tolleson Public Library

Food and Beverage Policy

The Tolleson Public Library strives to create welcoming, clean, and comfortable environments for the public. To ensure this, it requires that we exercise care in allowing food and drink in library buildings. Food and drink are easily spilled on books, furniture, and equipment, causing damage. Particles of food left behind on books, furniture, or floors attract rodents, cockroaches, silverfish and other unwanted pests. Our aim is to minimize the risk of damage and, at the same time, meets the needs of users who are frequently in the library for extended periods. To meet this goal, the Library has adopted the following policy for the consumption of food and beverages in public areas of Library facilities:

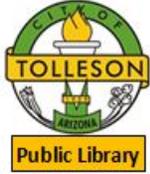
- Small snacks and covered beverages are permitted at study tables only.
- No food or drinks are allowed at computer stations.
- Unattended food and/or beverages are subject to disposal by staff.
- Spills must be addressed right away by alerting staff.
- Proper disposal of all trash must be made in appropriate receptacles.

Library staff reserves the right to ask any user to remove their food or beverage from the Library if in the judgment of the staff it constitutes a violation of this policy.

Allowing food and drink in the library during special events will be at the discretion of the Library Manager.

Date: 10-12-2015

City Council Approval: 12-8-2015



Tolleson Public Library Card Registration

A Tolleson Public Library card allows the public full access to the resources and services available at our library or on our website. Local residents and property owners pay taxes to cover the cost of operating our library and, therefore, are eligible for a free library card. In addition, the City of Tolleson participates in an Intergovernmental Agreement with Maricopa County which allows those residing in Maricopa County to also get a library card for free. Proof of residency or property ownership allows us to verify eligibility. The following policy states the requirements to obtain a card and the responsibilities of library card privileges.

- Tolleson Public Library cards are free to Maricopa County residents or to those who own property in Maricopa County.
- Individuals 18 and older must have an approved state or government issued photo ID and provide a piece of mail – such as a utility bill – with applicant's name and address.
- A parent or legal guardian must present a photo ID with proof of current address as above for a minor (children under 18) to get a card. Both parent and child must be present in order to register for a library card. Parents may choose to limit a minor's option to check out DVDs.
- Photocopied ID will not be accepted.
- Tolleson resident library cards require renewal every three years; non-resident cards must be renewed annually. To renew a borrower's card, an applicant must present identification showing current address.
- Change in address or contact information must be reported promptly.
- Individuals who do not live or own property in Maricopa County may purchase a library card for a non-resident fee of \$7 per annual quarter, or \$28 for a full year.
- Temporary, no fee, cards are issued to those residing in a transitional living situation once an agreement has been reached between the library and the director of the organization. This includes, but is not limited to, halfway houses, group homes, and emergency shelters. Temporary borrowers are limited to 4 items out at a time. Address and eligibility must be reconfirmed every 90 days. Any mail, bills, rent receipts or statements from a temporary residence used for

Revised by Library Staff 10-20-2015

verification of identity must be dated no more than 3 months prior to the application date.

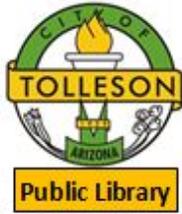
- The cost of replacing a lost library card is \$2.00.

Under some circumstances library staff will allow a library application form to be filled out and returned for registration. Examples include but are not limited to school site visits, tours, special events and programs.

Please be aware when registering for a Tolleson Public Library card, the applicant accepts responsibility for all items on the card, all use made of the card and all charges made against it. It is the card holder's responsibility to report a card lost or stolen.

Date: 10-12-2015

City Council Approval: 12-8-2015



Nonpaid Use of Tolleson Public Library Table Space Application

This form must be filled out completely **with attachments** by any organization requesting continuous use of table space at the Tolleson Public Library.

Today's Date: _____

Check One:

FALL: January – April

SPRING: September- December

Year:

Check One: Meeting Class Event: _____ Other: _____

Organization's Name: _____

Main Contact: _____

Address: _____

City: _____ State: _____ ZIP _____

Home Phone: (____) _____ Work Phone: (____) _____

Cell Phone: (____) _____ Fax #: (____) _____

E-mail: _____

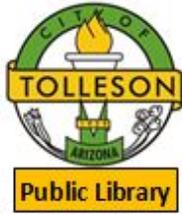
Organizational Information:

Anticipated Attendance: _____

Organizations will have their applications considered only if there is available space. Please attach the following information with this application:

- Ⓞ Philosophy/Organization mission statement
- Ⓞ Description of program or services proposed to be offered at Library
- Ⓞ Non-Profit paperwork from the IRS
- Ⓞ Certificate of Insurance for \$1 million dollars naming the City of Tolleson as additionally insured.

Return requested information to: Kim Eckhoff at
Tolleson Public Library, 9555 W Van Buren Street, Tolleson, AZ 85353



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Cell Phone: (____) _____ Fax #: (____) _____

E-mail: _____

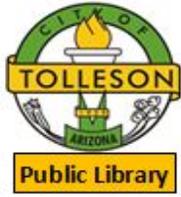
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Tolleson Public Library, 9555 W Van Buren Street, Tolleson, AZ 85353



Tolleson Public Library Statement of Concern about Library Resources

In order to have full and careful consideration for your complaint, please answer every question completely and return this form to the librarian.

Date: _____

Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Library Card Number: _____

Full Signature of Complainant

Complainant represents:

Self: _____

Organization: _____

(Address)

Resource that concerns you:

___ Book ___ Library Program ___ Display

___ Magazine ___ Audio Recording ___ DVD

___ Newspaper ___ Electronic Resource/Website (please specify)

___ Other _____

Title/URL _____

Author/Producer _____

1. Why did you select this resource?
(Please explain.)

2. Have you examined the entire resource? Yes _____ No _____
If not, which portions have you examined?

3. What concerns you about the resource? Why?
(Please be specific.)

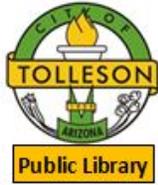
4. How could your concerns about the resource be resolved?

5. Have you read Tolleson Public Library's Collection Development Policy?
Yes _____ No _____

The Tolleson Public Library Manager is responsible for selection and evaluation of library resources. The City Manager has established reconsideration procedures to address concerns about those resources. The City Manager will consider this request for reconsideration. After review, you will receive a letter communicating the decision of the City Manager. Thank you for your interest in the Tolleson Public Library.

Date: 10-12-2015

Approved by the City Council: 12-8-2015



Tolleson Public Library

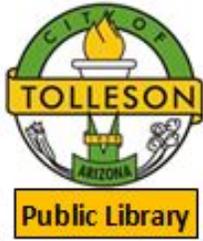
Study Room Policy

There is one private study rooms available free of charge for public use at the Tolleson Public Library.

- The Study Room is available on a first-come, first-served basis.
- Use of all tobacco products, including e-cigarettes and alcohol is prohibited in the Study Room.
- Patrons found engaging in loud and disruptive behavior, defacing library property or otherwise acting inappropriately will be removed from the study room and, possibly, the library. Persons using the Study Room are subject to the Tolleson Public Library Behavior Policy.
- Library staff is not responsible for any items left unattended in the Study Room. Please keep your belongings with you at all times.
- The library reserves the right to terminate use of the Study Room for failure to abide by this policy.

Date: 10-12-2015

City Council Approval- Date: 12-8-2015



Tolleson Public Library

Unattended Child Policy

The safety of children left alone in a library building is a serious concern of the library staff. The responsibility for the safety and behavior of children in the library rests with the parent/caregiver and not with the library personnel. Library employees cannot be responsible for children who are unattended or demonstrating inappropriate behavior. When children are left alone they may become frightened or anxious. If they wander through the building they may encounter hazards such as stairs, doors, furniture or electrical equipment. They may also become bored and restless and could disturb the enjoyment and work of others. The following policy has been adopted concerning the care and behavior of young library users.

Children up to age eight (8) must have a parent/caregiver in the immediate vicinity of and in visual contact with the child. The assigned caregiver must be a responsible person aged sixteen (16) years or above and must be able to provide emergency contact information. An exception would be children attending a library program without a parent/caregiver in the room. However, the parent/caregiver is expected to remain in the library building and immediately join the child at the end of the program.

If a child in this age group is found unattended, library staff will attempt to locate the parent/caregiver in the library and inform him/her of the rules. If the parent/caregiver cannot be found, or if the child is found unattended again, the police will be called for assistance.

If a child in this age group violates the Library Behavior Policy, the child and the parent/caregiver will be informed of the rules. If inappropriate behavior continues, the family may be asked to leave the library.

Children age eight (8) and older may use the library on their own except during regular school hours. (See *Truancy, Home Schooled Students*). However, parents are still responsible for actions and the well-being of their child(ren). Children using inappropriate behavior may be asked to leave the library. This is a particular concern in inclement weather and after dark. All children should have the telephone number of someone who can assist them in an emergency.

Teenagers are treated as adult users. However, they are still legally the responsibility of their parents and should have an emergency contact available.

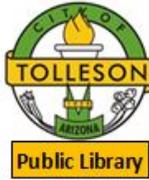
Truancy The Tolleson Public Library will do its best to uphold Arizona laws on truancy, (ARS 15-802, 15-803, 15-805). If the child is truant, he/she will be informed of the law before officers are called and will have the opportunity to use the phone to call a parent/guardian for a ride if needed.

Home Schooled Students – In order to use the public library alone during school hours, those who are ages eight (8) and up and are home schooled, will be required to have a letter with them from the parent/guardian stating the child is home schooled. The letter will include emergency contact information. The parent/guardian will be called by staff to confirm the home school status. The school district may also be contacted to confirm home school status. If the child has a Virtual School, or other online school ID, they may log into their account as proof of home school status.

Closing Time: Children who do not have transportation home at closing time will be asked for telephone numbers of people who can pick them up at the library. Based on the age of the child, if a child is not picked up within 15 minutes of closing, library staff will call the Tolleson Police Department to take custody of children under age 10. Two Library staff members will stay with the child after closing until the parent or the police arrive. The police should be notified that they no longer need to come if the parent arrives before the police arrive. Under no circumstances is a staff member ever to drive any patron, adult or child home.

Date 10-12-2015

City Council Approval: 12-8-2015



Tolleson Public Library Resource Access and Attainment Policy

The Tolleson Public Library is committed to working with public, academic, school and special libraries to help all members of our community find information they need and want, and to attain the materials needed for that information.

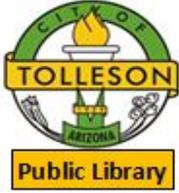
The Tolleson Public Library will work with patrons, at no charge, to locate materials.

The Tolleson Public Library will provide specific information on attaining material. The Tolleson Public Library will offer several options to attain material including but not limited to: patron purchase of low-cost materials, library purchase of materials, database and web sources, print-on-demand, and inter-library loan.

When materials can only be attained through inter-library loan, the Tolleson Public Library will offer to secure the materials for the patron. Postage costs for books sent to any and from any library (capped at \$6), and fees charged by non-Arizona public, regent or community college libraries, may be passed on to the patron; no other fees or charges will be passed on to the patron.

The Tolleson Public Library will be an active member of AZNET to facilitate the sharing of resources among libraries.

The Tolleson Public Library will loan and borrow materials from other AZNET members at no charge.



Tolleson Public Library Request for Reconsideration of Library Privileges

In order to have your request receive full and careful consideration, please answer every question completely and return this form to the Library Manager.

Date: _____

Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Library Card Number: _____

Full Signature of Requestor

Requestor represents:

Self: _____

Parent: _____

Other: _____

Issue that prompted the expulsion:

Length of expulsion

Do you understand why you were expelled? Yes _____ No _____

If not, what questions do you have?

What prompts you to request reconsideration?

(Please be specific)

How can we be assured there will be no more violations of policies if we reinstate your privileges?

Have you read the Tolleson Public Library's Policy that pertains to your expulsion?

Yes _____ No _____

The Tolleson Public Library Manager will automatically review cases of expulsion given for a period of one month or more. If the Library Manager has denied the initial request for reinstatement, the City Manager will consider a request for reconsideration. After review, you will receive a letter communicating the decision of this City Manager.

Date: 10-12-2015

Approved by City Council: 12-8-2015