

Adult Material Selection Policy

Coolidge Public Library Policy and Procedures

Subject: Adult Material Selection Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To establish an adult material and book selection policy that will provide staff guidance for a balanced, relevant and highly utilitarian collection.

Statement of Policy:

The purpose of this adult material selection policy is to guide librarians and to inform the public about the principles upon which selections are made. A policy cannot replace the judgment of librarians but stating goals and indicating boundaries will assist them in choosing from a vast array of available materials.

Final responsibility for adult material selection lies with the Library Manager. However, the Library Manager may delegate to staff member's authority to interpret and guide the applications of the policy in making day-to-day selections. Unusual problems will be referred to the Library Manager for resolution.

To further these general objectives, the Library in its selection policies emphasizes its educational and informational function. Library material has educational value if it contributes to the positive growth of a person, either as an individual or as a member of society whether the society is a peer group, the family, or the world. This includes materials that widen horizons, stimulate imaginations, recreational curiosity, and aesthetic appreciation.

Criteria:

The Coolidge Public Library assembles, preserves, organizes, and circulates print and non-print materials, within the limits of space and budget restrictions, to all residents of the Coolidge area. Selection is based upon the following criteria:

- The reputation and significance of the author/writer
- The importance of subject matter to the collection
- Popularity and availability of material in the community
- Timeliness or permanence of material
- Authoritativeness/definitive writing
- Inclusion in standard bibliographies/highly recommended reviews
- Price
- Format: type, legibility, binding, illustrations, etc.

Selection is based upon community needs to provide Library patrons access to current information with the following criteria:

- Reliable and significant information on current ideas, progress in all fields of subject knowledge
- Knowledge of cultural, historical, and literary heritage
- Supplemental materials to subjects of formal study and encouragement of informal self-education
- Vocational information to assist patrons in skill capability and enhancement of occupations
- Materials to develop creative capabilities increase appreciation of the arts, literature, and sciences
- Enlightening materials for all citizens of every age group, to inform the public with current subject matter in all fields, for personal insight
- Provide the best in entertaining, recreational, and leisure reading materials

The Library does not promulgate particular beliefs or views, nor is the selection of any given book equivalent to endorsement of the viewpoint of the author expressed therein. Within the framework of the Library Bill of Rights and the Freedom to Read Statement adopted by the American Library Association, it does provide materials representing all approaches to public issues of a controversial nature.

The Library is aware that one or more persons may take issue with the selection of any specific item, and welcomes any expression of opinion by patrons, but does not undertake the task of pleasing all patrons by the elimination of items purchased after due deliberation under guidance of the policies expressed herein.

To provide a resource where the free individual can examine many points, the Library actively solicits community input concerning selections of materials. Any resident of the community should feel free to recommend titles or subjects desired to the Library Manager or the Library staff. These recommendations will be given priority by the manager when ordering Library materials.

Procedure:

Each Library staff member, who is a member of the Selection Committee, will become familiar with this policy for guidance and direction when ordering Library materials.

Young Adult Material Selection Policy

Coolidge Public Library Policy and Procedures

Subject: Young Adult Material Selection Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To establish a young adult material and book selection policy that will provide staff guidance for a balanced, relevant, and highly utilitarian collection.

Statement of Policy:

The experience of adolescence is a time of awareness of self, uncertainty and idealism. Recognizing the special characteristics of the teenage years, the Library will select materials which have a high interest level and include a wide range of subjects, thereby encouraging library use on the part of young people who either use the public library for academic schoolwork/research only or do not visit the library at all. The Library will also select materials that support young adults in their personal or social development through a nonfiction or fiction genre that relates to the concerns and needs of young adults.

Selection of these materials will be the responsibility of the Library Manager and/or such person(s) designated. Decisions will be based upon some or all of the following criteria:

- Positive review(s) in recognized review-sources
- Inclusion in bibliographies of young adult materials
- Patron request
- Direct examination of review copies
- Potential appeal and readability

Furthermore, this selection policy reaffirms the right of young adults to have open and equal access to all Library materials and services. Additionally, the selection of materials for young adults falls within the framework of the Library Bill of Rights and the Freedom to Read Statement adopted by the American Library Association. The Library provides materials representing all approaches to public issues of a controversial nature. The Library is aware that one or more persons may take issue with the selection of any specific item, and welcomes any expression of opinion by patrons, but does not undertake the task of pleasing all patrons by the elimination of items purchased after due deliberation under guidance of the policies expressed herein. To provide a resource where young adults can freely examine many points of view and make his or her own decision is one of the essential purposes of the Library.

Procedure:

Each Library staff member, who is a member of the Selection Committee, will become familiar with this policy for guidance and direction when ordering Library materials.

Children's Material Selection Policy

Coolidge Public Library Policy and Procedures

Subject: Children's Material Selection Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To establish a children's material and book selection policy that will provide our children with materials that entertain, educate, and challenge.

Statement of Policy:

Children are to be recognized as creative, inquisitive individuals with a special capacity for intellectual and emotional development. The resources of the entire Library are accessible to them as their need arises.

Primary emphasis is placed on the selection of diverse print and non-print materials for all children (preschool through the early teens) of our community which will expand their knowledge of the universe and their aesthetic experiences; develop pride in their heritage and an understanding of other cultures; and improve their ability to make critical judgments.

Selection of these materials will be the responsibility of the Library Manager and/or such person(s) designated. Decisions will be based upon some of the following criteria:

- Literacy and/or artistic worth
- Suitability of content and vocabulary to the age of readers
- Contribution of the material to the balance of the total collection
- The portrayal of life in a believable manner
- Emphasis upon positive attitude
- Over-emphasis on violence and racial, sexual, or religious prejudice is to be avoided
- Material which fill an emotional need, or which serve as a stepping stone to better reading, may be selected even though they may not be of the highest literacy quality
- Illustrations should be clear, imaginative, and artistic and should complement the text
- Juvenile easy titles should have a purpose of providing enjoyment and fostering an interest in reading
- Inclusion in standard bibliographies and highly recommended reviews

Procedure:

Each Library staff who is a member of the Selection Committee, will become familiar with this policy for guidance and direction when ordering Library materials.

Gift and Donation Policy

Coolidge Public Library Policy and Procedures

Subject: Gift and Donation Policy

Approved: City Council

Date: February 23, 2015

Statement of Policy:

Unconditional gifts, donations, and contributions to the Library are gladly accepted and appreciated. Conditional gifts are not accepted by the Library. The policies for donation of materials to the Library are as follows:

Books, Audiobooks, and DVDs

The Library welcomes donations of books, audiobooks, DVDs and other materials in good condition. Donated materials may be added to our collection or they may be sold by the Friends of the Coolidge Public Library, with proceeds benefiting the Library. Donors will receive a donation letter for tax purposes. Appraisals for the value of donated materials are not provided. Items should be boxed or bagged.

Undesirable Items

Books that are damaged or in poor condition (i.e. moldy, mildewed, water-damaged, yellowed, dirty) will be discarded. The Library will not accept damaged books, magazines, Reader's Digest condensed books, textbooks, old encyclopedias (over 10 years), or computer equipment. The Library recommends recycling these items or using the proper disposal procedures for electronic equipment.

Contact the library at 520-723-6030 if you wish to provide donations or a funding for memorial books.

Reconsideration of Material Policy

Coolidge Public Library Policy and Procedures

Subject: Material Reconsideration Policy

Approved: City Council

Date: February 23, 2015

- 1) In the selection of materials, the Coolidge Public Library follows the guidelines of the American Library Association and the Arizona Library Association as expressed in the Library Bill of Rights and interpretations of the Library Bill of Rights approved and endorsed by the Arizona Library Association in its Intellectual Freedom Manual for Arizona Libraries, as those documents comply with Federal and Arizona statutes.
- 2) The Library seeks to maintain a balance of materials expressing a variety of views but not necessarily maintaining a numerical balance on all subjects.
- 3) Responsibility for selection of and access to materials by children and young adults is not assumed by the Library. It is the right and responsibility of parents or guardians only to restrict the selection and access for their children.
- 4) Selection of materials for the Library will not be inhibited by the possibility that materials may come into the possession of children.
- 5) The Library collection will be organized and maintained to facilitate access.

Individuals or groups objecting to any material in the Library's collection are requested to state their opinions in writing, using the "Request for Reconsideration of Library Materials." This form is available at the circulation desk.

Patron's Request for Reconsideration of Library Material

Author:

Title:

Publisher (if known):

Date of Publication:

- 1. What do you find objectionable about this material? (Please be specific; cite pages. Use other side if necessary.)**

- 2. Have you read the entire material? If not, specify what pages and/or parts you have read?**

- 3. Have you read any reviews evaluating this material?**

- 4. Additional comments:**

Your Name: _____

Address: _____ **Zip Code:** _____

Contact Information: _____

Staff Member Received by: _____

Date: _____

Your "Request for Reconsideration of Library Material" will result in a review by the Library Materials Selection Committee. A written reply will be mailed to you within four to six weeks of the date of your request.

Weeding Policy

Coolidge Public Library Policy and Procedures

Subject: Weeding Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To establish a policy for the removal of damaged, non-circulating, outdated, or duplicated materials from the Library collection.

Statement of Policy:

In accordance with the recommendations of the American Library Association and the space and efficiency requirements of the Library, the following guidelines will be used for the permanent removal of volumes from the Library's collection. Removal of books under this policy will only concern books that are too old, too worn, without demand, or duplicative and no book is to be removed under this policy as a result of content. The Library Manager will have the final determination concerning removal or retention of books under this policy.

Books may be permanently removed from the collection for the following reasons:

1. The book cannot be repaired.
2. The book looks worn or is in bad repair
3. The book had little or no circulation
4. There are more copies of the book than demand warrants
5. Rebinding is warranted, but the costs exceed the value to the collection
6. The content is no longer relevant or data is out of date

Procedure:

This policy maintains room for new material and allows Library Staff to ensure that only appropriate materials are removed from the collection.

Patron Borrowing Policy

Coolidge Public Library Policy and Procedures

Subject: Patron Borrowing Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To establish fair and reasonable borrowers privileges to the eligible patrons of the Coolidge Public Library.

Statement of Policy:

Eligibility and Registration:

All adults residing in the City of Coolidge and Pinal County, with photo ID and verified residential address, are eligible to register for a FREE patron card and enjoy library services.

Minors (under 18) must have an eligible parent's or legal guardian's signature, assuming responsibility for items their child checks out, prior to issuance of a card. The minor and the parent or guardian must be present at the same time to issue a new card or a replacement card.

Persons whose address is general delivery or a motel/hotel room number are ineligible for borrowing privileges. However, they will be able to use all Library materials on site. Winter visitors who do not have a photo ID with an Arizona address may get a library card with an out-of-state photo ID **AND** local mail, rent receipt, lease agreement, or utility bill.

Persons living outside Pinal County may purchase a library card for \$40.00 per year. People who work in Coolidge but live outside of Pinal County are eligible for a free library card when they produce proof of local employment. Children who attend Coolidge District schools may have a library card.

Eligible library patrons will receive a library card and a number. All patrons must produce their library card when borrowing any materials. The library card is non-transferable.

Library cards expire annually and must be renewed each year to remain active. Library cards in good standing are renewed with verification of current address and phone number.

Passwords (PINs):

All patrons are issued a password (PIN) when their library card is issued. This password (PIN) is required for many services:

- Checking out items at the self-checkout stations in the Library

- Downloading electronic material from online resources
- Accessing patron computers in the Library
- Accessing some free online databases
- Placing holds or renewing items through the online catalog

Patrons may change their password (PIN) at any time by producing photo ID to Library staff.

Notification of Changes on Patron Records:

Patrons are responsible for reporting changes of address, name, phone numbers, etc. to library staff.

Responsibility

Patrons are responsible for all materials checked out on their library card or on the library cards of children for whom they have assumed responsibility. Lost cards should be reported immediately; patrons are responsible for all materials checked out on their card up to the time that they report the card as lost.

Lost or Stolen Cards:

The City of Coolidge is not responsible for lost or stolen library cards. Library cardholders are responsible for contacting the Library to invalidate a lost or stolen card and prevent others from using it. A replacement fee will be charged to reissue.

Confidentiality of User Records

Pursuant to Arizona law A.R.S. §41-1354, the Coolidge Public Library shall not disclose any record or information which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the Library. Records may be disclosed only in the following circumstances:

1. If necessary for the reasonable operation of the Library, as determined by the Library Manager
2. On the written consent of the Library user
3. On receipt of a court order
4. If required by law

Confidentiality of records includes the records and other information of all library personnel. Any person who knowingly discloses any record is in violation of Arizona law and is guilty of a class 3 misdemeanor.

Circulation Policy

Coolidge Public Library Policy and Procedures

Subject: Circulation Policy

Approved: City Council

Date: May 9, 2022

Purpose:

To establish guidelines for circulating Library materials.

Statement of Policy:

Most Library materials are available for circulation to cardholders who have accounts in good standing.

Non-Circulating Items:

Magazines and newspapers to which the Library subscribes may not be taken out of the building, as their physical format is very susceptible to damage. They are often impossible to replace in case of loss and are frequently used as reference sources. In addition, books, which have been designated for reference use, do not circulate. All non-circulating books are labeled "Reference."

Check-in/Check-out:

When new patrons are issued a library card, they will be limited to borrowing four (4) items of the Library's circulating collections for the first visit, then a limit of twenty (20) items thereafter. Three (3) of the borrowed items may be DVDs.

Loan Period:

A loan period for circulating materials is as follows:

- Books – two (2) weeks with two (2) renewals
- Audio Books – two (2) weeks with two (2) renewals
- DVDs – three (3) DVDs may be checked out for one week with (1) renewal
- ILL – The Library will follow the Inter-Library Loan Policy for Pinal County Library District of two (2) weeks with no renewals
- All items not immediately available and placed on hold will be held for seven (7) days after notification of the patron
- Public Access Computers – 90-minute intervals per day – if computers are available, patrons may be able to renew for an additional 90 minutes – Saturdays are excluded from the renewal option

Renewal:

Books and audio books may be renewed two (2) times, for a total of six (6) weeks duration. DVDs may be renewed one (1) time for a total of two (2) weeks duration.

Exceptions are Inter-Library Loan (ILL) items and items that someone has placed on hold. They are circulated for two (2) weeks only.

Patrons may renew eligible items in person at the circulation desk, on the telephone, or online.

Fines and Charges

Overdue Fines and Charges:

Patrons receive notification by phone, text message, or e-mail when items are overdue.

Overdue items are charged \$.10 per day until returned. There is a four-day grace period on these items. Materials returned past the four-day grace period will be charged for the full overdue period. Overdue fines shall not exceed the original price of the item.

Children's items are excluded from late fees. Excluded items include all materials intended for children ages birth to young adults.

Final notice is mailed at the end of thirty (30) days informing the patron of the overdue materials. At that time, the patron will be charged for the replacement cost of the item.

Library privileges are suspended when a patron accumulates a balance exceeding \$5.

Lost/Damaged/Damaged Beyond Repair Material Fines:

In the event Library material is lost or damaged beyond repair, the library patron is responsible for paying the full retail price of that item.

In an effort to encourage library users to take proper care of public property, charges are also assessed for equipment abuse or misuse.

Public Access Computers – Damage will be assessed according to the Acceptable Use Policy. All other equipment will be dealt with according to the abuse or damage.

Lost Books Returned by Patron:

If a patron wishes to return a book previously paid for, they must bring in their receipt. The price of the book minus any fines will be refunded if the book is returned within ninety (90) days after it was first overdue. If the book is returned after ninety (90) days, there will be no refund. All refunds will be processed by check requested through the City Finance Office and the check will be mailed to the patron.

Fine Forgiveness Programs:

The Library may occasionally offer fine forgiveness programs. Ask Library staff if there are any current programs available.

Cancellation of Overdue Fines and Charges:

Only Library staff members that have system authorization have the right to waive or reduce a fine or charge in extenuating circumstances.

Reference Service Policy

Coolidge Public Library Policy and Procedures

Subject: Reference Service Policy

Approved: City Council

Date: February 23, 2015

Purpose:

To identify what role the Library and staff will play in providing reference services to the community.

Statement of Policy:

Reference materials are available for in-Library usage and study only and are not circulated.

Examples of reference materials include:

- Encyclopedias
- Magazines
- Newspapers
- Uniform Code Manuals
- Government Reports and City Documents

The Library staff will gladly take reference subject requests and use its best efforts utilizing ILL services to provide requested reference information for patrons. The patron must be willing to wait an adequate time period for this service after making a request, typically two to four weeks. Library staff will help patrons make copies of reference materials subject to copyright laws.

Adopted by Coolidge City Council on February 23, 2015

Subject: RESOURCE ACCESS AND ATTAINMENT POLICY

Date: September 15, 2010

Pages: 1 of 1

Replaces Policy Dated: N/A

PURPOSE: To provide guidelines for interlibrary loan and access to resources.

STATEMENT OF POLICY:

The Pinal County Library District (District) is committed to working with public, academic, school and special libraries to help all county residents find the information they need and to attain that material.

STATEMENT OF POLICY:

- The District will be an active member of AZNET to facilitate the sharing of resources among libraries.
- The District will 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.
- The District will support and participate in pilot projects allowing libraries to test new technologies to meet customer needs.
- The District will work with customers, at no charge, to locate materials.
- The District will provide specific information on attaining material. The District will offer several options to attain material including customer purchase of low-cost materials, library purchase of materials, database and web sources, print-on-demand, and interlibrary loan.
- When materials can only be attained for a reasonable cost through interlibrary loan, the District will offer to secure the materials with the customer covering postage costs and any fees charged by the lending library.
- The District will loan and borrow materials from other AZNET members at no charge.

Acceptable Use and Internet Policy

Coolidge Public Library Policy and Procedures

Subject: Acceptable Use and Internet Policy

Approved: City Council

Date: February 23, 2015

Purpose:

In line with its mission, the Library offers public access to the World Wide Web to help meet the informational, recreational, and educational needs of the community it serves. The purpose of this policy is to provide a clear understanding of acceptable behavior in relation to computer and Internet use.

Statement of Policy:

The Internet provides access to diverse resources from many countries and cultures that may not be found in the Library's collections. However, because the Internet is a vast and unregulated medium, the Library has limited control over information, images, and commentary available through the Internet and is not responsible for the accuracy, authority, or timeliness of the content. Further, the Library cannot protect users from information and images that they might find offensive or disturbing.

Filtering:

The Library uses filtering technology on all computers with Internet access. The filtering software installed on Internet-accessible computers protects against access to visual depictions of obscenity, child pornography, and in the case of persons 17 years of age or younger, materials that are harmful to minors. The Library cannot and does not guarantee that the filtering software will block all obscenity, child pornography or materials that are harmful to minors. Nor can the Library guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value.

Access by Minors:

Parents and legal guardians have the responsibility to oversee their child's exposure to and use of the Internet. Parents and children are encouraged to seek guidance from Library staff and to visit www.netsmartz.org (National Center for Missing and Exploited Children).

If a user is under 18 years of age, a parent or legal guardian will be required to sign a consent form that acknowledges the terms under which Internet access is provided and agreeing to comply with the terms of the Library's policies and procedures.

User Responsibilities:

All users of the Internet are expected to use this resource in a manner consistent with the purposes for which it is provided and according to the guidelines established by the Library.

RESPONSIBLE USE OF THE INTERNET INCLUDES:

- Refraining from illegal or unethical use, including violation of federal, state, or local laws and regulations, including but not limited to:
 - You are prohibited from engaging in activities that are harmful to minors (A.R.S. § 13-3501 and 3506).
 - You are prohibited from accessing and displaying explicit sexual materials (A.R.S. § 13-3507).
 - You are prohibited from committing telecommunications fraud (A.R.S. § 13-3707).
 - You are prohibited from committing computer fraud (A.R.S. §13-2316);
- Using the Library’s Internet resources for education and informational purposes;
- Respecting intellectual property rights by making only authorized copies of copyrighted or licensed software or data on the Internet;
- Respecting the privacy of others by not misrepresenting oneself as another user, by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking disallowed access to any computer system via the Internet;
- Refraining from damaging or altering the configuration of the equipment to access the Internet or the software of data residing on the Internet; and
- Refraining from the deliberate propagation of destructive processes such as computer “worms,” “viruses,” and “Trojan horses.”

Netiquette Guidelines:

The Library encourages patrons to exercise good netiquette when interacting on the Internet. Below are examples of inappropriate Internet communication:

- Internet users should refrain from posting or sharing libelous statements. Libel is an untruthful statement about a person, published or in writing or through broadcast media, which injures another person’s reputation or standing in the community. It is a civil wrong, and is subject to legal prosecution.
- Sexually explicit or crude sexual comments about anyone or anything are not appropriate.
- Patrons should avoid posting threatening statements or statements that suggest violent acts against anyone or anything.
- Crude comments about a child are not acceptable.
- Swearing or obscenity, including using punctuation such as #&\$*# in place of part of an obscene word is inappropriate.
- Using derogatory phrases to define a group of people is disrespectful.

Conditions of Use:

To ensure that the use of the Library’s electronic information resource is consistent with the legal and ethical standards set forth in this policy, the following conditions of use shall apply:

- Internet use is on a first come, first served basis.

- A Library card is required. Additionally, a signed parental consent form is required of anyone under 18 years of age to use the Internet. Minors without the signed parental consent form may not view the Internet unless accompanied by a parent or legal guardian.
- Internet use when there is a waiting list is limited to an hour and a half. This is subject to change depending on usage and availability.
- Internet access will be denied to anyone engaging in disruptive behavior. If a user is disruptive, he or she will lose any additional time allotted to them. Disruptive users may be barred from using the Library's computers and/or asked to leave the Library.
- Computers are usually available during normal working hours of the Library, subject to periodic maintenance or computer instruction. Computers will be shut down 15 minutes prior to closing regardless of a user's time remaining.
- A maximum of two people may be at a computer at any one time.
- Library users shall not attempt to upload, install, set-up, run, or execute any program or software not on the Library's computer workstations.
- Abuse or misuse of the equipment may, at the discretion of the staff, bar a person from future use. The user may also be billed for the cost to replace or repair the equipment. Parents and legal guardians are financially responsible for the costs to replace or repair equipment resulting from the abuse or misuse of the equipment by their child.

FAILURE TO COMPLY WITH THESE REGULATIONS MAY RESULT IN THE LOSS OF LIBRARY PRIVILEGES.

Programming Policy

Coolidge Public Library Policy and Procedures

Subject: Programming Policy

Approved:

Date:

Purpose:

To establish priorities for identifying what programs the library will provide.

Statement of Policy:

Coolidge Public Library will provide programs for the community on the basis of observed need and/or request and demand.

The programming will be balanced and attempt to meet the needs of all age groups on every level.

The library programs will not duplicate any other program within the community, but will seek to meet needs not being addressed elsewhere.

The library will cooperate with other entities and organizations within the community to provide programming whenever feasible.

The Coolidge Public Library will not present programs of heavily partisan favor: political, religious, or special interest.

Library Tours and Classroom Visit Policy

Coolidge Public Library Policy and Procedures

Subject: Library Tours and Classroom Visit Policy

Approved:

Date:

Purpose:

We welcome the opportunity to educate young people about the library.

Statement of Policy:

Group tours and/or story times may be arranged with the Youth Services Librarian in person, by phone, or e-mail. Tours are scheduled during times which are least disruptive to the general operation of the library, and during times which the library can provide adequate staffing.

As part of your tour experience you may elect for us to provide a story time and craft for your children, discuss books available on a given topic, or discuss library careers. With older children, we can provide an introduction to our online catalog or the Internet. The agenda for your tour will be discussed when the Youth Services Librarian contacts you to confirm your tour date.

All tour groups are required to follow these rules:

- Provide one adult for every eight children under the age of six or one adult for every ten children over the age of six who are participating in a group tour
- On rare occasions, the tour leader may need to ask a child to be removed from the tour if behavior warrants. Please have an extra adult available to supervise children who are unable to continue with the tour
- Tour groups will provide name tags for all children
- Children who have a library card must bring the card to the library to check out books. Those who do not have cards should arrange with their parents to obtain a card before or after the visit if they wish to check out books. The Library requires a parent and child to be present to apply for a minor's card
- Hands-on Internet and catalog training is not provided for children under age eight, because of the level of skill required to operate these programs.
- Guided tours will be given Monday – Friday between 9 a.m. and 4 p.m. only
- Tours last approximately 30 – 60 minutes. Tours should be arranged at least two weeks in advance
- All visits and tours will be scheduled during the library's regular hours of operation
- The Library reserves the right to restrict scheduling during the busiest hours of operation as well as the size and number of tours so as not to interfere with the regular operations of the library

Volunteer Policy

Coolidge Public Library Policy and Procedures

Subject: Volunteer Policy

Approved:

Date:

Statement of Policy:

The Coolidge Public Library will actively seek a corps of volunteers from the community. The work of volunteers is valuable and volunteers will be given meaningful duties to perform that will enhance the image of the library, help to define the library's role within the community and facilitate maintenance of standards and improvement of services. Volunteers will be selected to complement and help paid employees and will not be used to supplement or displace paid staff.

Goals and Objectives for the Volunteers and Program:

These should be written both long-range/short-range and should relate to the volunteer program's growth, target numbers of volunteers, accomplishing meaningful work that supports the library's patrons and paid staff. The Library Advisory Board should approve these goals and objectives.

Who Can Volunteer:

We will actively recruit a volunteer corps from Coolidge and surrounding areas that is diverse in terms of gender, race and age: including both sexes, ages 14 and up, multi-racial, multi-ethnic, various income, educational levels, and disabilities.

Training:

The Coolidge Public Library has incorporated diversity training in our staff and volunteer orientation programs to help everyone feel welcome and comfortable in working together. The type of training required for each volunteer position will be included in the job description and will be done by the paid staff. Well-trained volunteers are professionals and an asset to the library.

Budgeting and Other Resource Allocation:

Although volunteers are unpaid, there are expenses incurred in a volunteer program. Money may be needed for advertising, formal recognition for volunteers, supplies for projects handled by the volunteers, etc.

The Coolidge Public Library will allocate funds to the volunteer program based on the number of volunteers we anticipate being involved during the fiscal year. Money will be budgeted for the Annual Volunteer Recognition, plaques, and other awards. We will also allocate necessary resources as office space, storage space, and access to equipment and other resources for volunteers as needed.

Inter-Relationships of Volunteer Groups:

In addition to the volunteer corps, the Coolidge Public Library also has other groups that support the program. The Library Advisory Board and the Friends of the Library Group. The roles of each set of volunteers should be distinct, but each group will be a resource for the others. Opportunities will be found to combine all volunteers for training and for recognition.

Whenever the Coolidge Public Library plans a new project, we will include volunteers from all groups in our planning process in an active way. We will consider the impact the planned projects will have on the current volunteer and whether or not the volunteer group needs to be enlarged.

Recruitment and Selection of Volunteers:

The Coolidge Public Library will implement an ongoing volunteer recruitment plan. We will publish our desire to select volunteers in the local newspaper, contact service clubs, parent teacher organization meetings, religious organizations, flyers posted around town and announcements on Channel 19, our local cable channel.

Candidates for volunteer service will be carefully screened. This screening process will be based on past experience, personality, and willingness to learn new skills relevant to the task at hand. We have developed a set of basic qualifications, including reference checks, are willing to tell prospective volunteers if they do not meet them. We encourage these applicants to seek other volunteer opportunities more suited to their qualification.

It is important to present information about the Coolidge Public Library to the candidate, but it is equally important to gain information from the candidate. Each applicant should be asked the same basic list of questions such as:

- What do you hope to get out of volunteering at the library?
- What kinds of benefits do you expect the library to provide for you?
- What can we do to make you feel successful?
- What talent or skills would you particularly like to use as you work at the library?
- Are there any special skills that you would like to learn while you volunteer at the library?
- Out of all the work that you've ever done, what did you like the most?
- What would you most like to contribute to the library?

Questions relating to the specific task must also be asked. For example:

- Can you type? How fast?
- Have you worked on a computer? What programs are you familiar with? Are you comfortable working on computers?
- Have you ever taught formally? What subjects?
- How patient are you?

- What age group would you most like to work with?

The library staff will conduct interviews for applicants. Only the most qualified and personable applicants will be selected to become volunteers. The best match between the job and the applicant should be made:

- Is the applicant's temperament suited to the job?
- Will the applicant be able to work within the structure of the library?
- Does the applicant's experience qualify her/him for doing the task at hand?
- Will the job fit with applicant's reasons for volunteering?
- How long does the applicant plan to stay? Will his time requirements meet our needs as well?

After discussion, and upon reaching a mutual agreement, the successful applicants will be notified by telephone and work times will be arranged.

Orientation and Training:

Immediately after a volunteer is chosen and reports to work, an orientation process must be implemented. Supervisors should provide:

- Introductions to all staff
- A thorough tour of the library
- An overview of the library operations and programming
- An overview of the library's organizational structure and its reporting mechanisms for volunteers
- A description of how the volunteer program works
- An explanation of the volunteer's valuable role within the library

The types of training that will be provided will, of course, depend upon the job to be performed. Regardless of the type of job to be done:

- A volunteer must know his/her supervisor and have ready access to that person
- A volunteer's duties and the importance of these duties must be patiently and clearly explained and demonstrated
- The role of the volunteer must be very clearly defined, especially in terms of what the volunteer should and should not do
- Volunteers should be encouraged to participate socially and professionally within the library's working groups, and to consider themselves a part of the team
- The volunteer should be thanked, offered feedback, and offered constructive criticism so that they can further develop their skills

Recognition:

Recognition is the compensation volunteers receive for the work they do. The Coolidge Public Library will provide annual formal recognition through certificates, plaques, and or incentives through the Volunteer Appreciation Ceremonies held during National Library Week in April, but daily support and informal expressions of approval are also extremely important. Some suggestions might be:

- Individual and frequent comments about the quality or value of their work
- Publicize accomplishments of volunteers to the press
- A formal summary of volunteer accomplishments in Library Advisory Board meetings and/or City Council Meetings
- Thank you letters
- Allowing volunteers to go to library conferences or to participate in continuing education opportunities at either County or State Library level

The possibilities for recognition and positive feedback are only limited by the creativity of those people who provide it.

Unattended Children or Dependent Adults and/or Disruptive Behavior

Coolidge Public Library Policy and Procedures

Subject: Unattended Children or Dependent Adults and/or Disruptive Behavior

Approved: City Council

Date: January 13, 2025

Policy:

A parent who leaves children or dependent adults unattended in the library does so at his/her own risk. Library staff are not baby-sitters and will not supervise the child. The library is a public building and as such cannot be considered a safe place to leave an unattended child or dependent adult. Parents are responsible for their children's behavior while in the library. Disruptive children who do not control their behavior within two warnings will have this policy enforced. Where "parent" is used in this policy, it is to be understood that guardian is implied if appropriate.

Child Left Unattended:

1. Young children left unattended are often frightened and crying and should be comforted by the staff.
2. If it is determined that a child is lost or left unattended, a staff member should bring the child to the librarian in charge who will try to identify and locate the parents or responsible adults:
 - a. Walk around the library with child, looking for the parent.
 - b. When the parent is located, explain firmly the library policy on unattended children.
 - c. If the parent is not found in the building, the staff member should call the police.
 - d. Under no circumstances shall a staff member or library volunteer take the child out of the building.

Disruptive Behavior:

1. Attended Children:
 - a. Children who are being disruptive will be asked by staff to behave.
 - b. If the disruptive behavior continues after a second warning, a staff member should inform the parents that their child is disturbing others. The parent and the child must remain together at this point. This will allow the parent to manage their child's behavior.
 - c. If the parents refuse or are unable to control the children, the family will be asked to leave.
 - d. If the family does not leave in a timely manner, the police will be called.
2. Unattended Children:

If a child is unattended and is behaving in a disruptive manner.

 - a. The child will be asked to correct the behavior.

- b. The staff member will give the child two warnings. If the child persists, he/she will be asked for a parent name, phone number, and address.
- c. After obtaining the child and parent's names, staff will attempt to locate the parents within the building. If located in the building, explain that the child is being disruptive and inform them of the library policy. The parent and the child must remain together at this point. This will allow the parent to manage their child's behavior.
- d. If the parent refuses or is unable to control the child, the family will be asked to leave. If the family does not leave in a timely manner, the police will be called.
- e. If the parent cannot be located within the building, the staff member will attempt to contact the parent through searching the database, phone book, etc., if the child has not provided the information. When the parent is contacted, he/she will be told that the child is being disruptive, will be reminded of the library policy, and will be told he/she must pick up the child immediately. If he/she is unable to come immediately, he/she will be told that the police will be called. Call the police if the parent has not arrived within half an hour.
- f. If the parent cannot be contacted within half an hour, or if the library is closing, the police will be called.

The above policy does not limit the library from taking necessary action to ensure safety and security. Any behavior that is disruptive or prevents the library from creating a safe environment and accomplishing its mission may result in the denial of access to facilities and/or services.

Rules of Conduct Policy

Coolidge Public Library Policy and Procedure

Subject: Rules of Conduct Policy

Approved: City Council

Date: January 13, 2025

Statement of Policy:

The library is a community-gathering place dedicated to providing services to a diverse population without regard to age, gender, racial or ethnic origin, religious background, sexual orientation/identity or economic status. Considering the fact that the library is a welcoming place for families and young children, it is the policy of the Coolidge Public Library to maintain a safe environment inside the library and at all library events. It is the library's goal to provide a safe and positive experience where all library patrons are ensured equal access to programs and services. All of the expectations in this document apply to children and adults.

Prohibited behavior includes but is not limited to:

1. **Noise:** Be respectful and courteous of all library patrons and staff. Behave in a manner that does not disturb other people. Unacceptable conduct includes, but is not limited to:
 1. Speaking on cell phones without permission is disrespectful, especially when using the speaker mode. Please take your phone outside to talk on your phone.
 2. Playing music or other media without headphones or at a level with headphones that is disruptive to others interferes with others' work.
 3. Engaging in loud, disruptive, and other inappropriate behavior that would be annoying to a reasonable person using library services is a distraction.
 4. Leaving or not attending to any disruptive child or dependent adult is unsafe. (See Unattended Children and Dependent Adults and/or Disruptive Behavior Policy for details.)

2. **Other disruptive behaviors:** Be respectful and courteous of others. Unacceptable conduct includes, but is not limited to:
 1. Entering the library with bodily hygiene that is offensive enough to constitute a nuisance to other persons is distressing. Conditions include but are not limited to: clothing odor, body odor, insects or pests, or unsanitary belongings that interfere with the use and enjoyment of the library by other users or the functioning of library staff.
 2. Bathing, shaving, brushing teeth, or washing clothes in the public library restrooms or water fountains is unsanitary.
 3. Entering the library without a shirt and/or shoes is unhygienic.
 4. Attempting to initiate or pursue unsolicited conversations or panhandling makes people uncomfortable.

5. Harassing library patrons and employees is forbidden including but not limited to sexual or other harassment based upon an individual's protected class. A protected class is a group of individuals who share characteristics which cannot be targeted for discrimination and harassment. Harassment shall be defined as behavior which annoys, alarms, or intimidates another and involves: a) physical contact or attempts or threatens to do the same, b) following another person in or about the library facility or parking lot, or c) engaging in a course of conduct or repeatedly committing acts which serve no legitimate purpose.
 6. Entering staff work areas without permission is not permitted.
 7. Harassing, intimidating, invading the privacy of library staff or patrons through photography or filming individuals on library property without prior permission is prohibited. Voyeurism/peeping, or constantly staring at or following another person is a form of harassment.
 8. Communicating to or about such other person in lewd, threatening or obscene words, language, drawings, or caricatures is disturbing.
3. **Threatening, destructive, or illegal behavior:** Behavior becomes unacceptable when it impinges on the right of others, impacts public health, or could result in injury detrimental to the health and safety of others or damage to the building or equipment.
1. Damaging or stealing library or patron property is unlawful. Any theft, vandalism, or destruction of property is a crime and will be handled as such. The library reserves the right to inspect all bags, purses, briefcases, backpacks, or other containers when there is a reasonable suspicion of theft. Therefore, there is no expectation of privacy of such while in the library. Library property includes both interior and exterior furnishings, toys, walls, equipment, computers, and library materials.
 2. Manipulating or bypassing library systems and procedures such as those that regulate computer use is banned.
 3. Displaying obscene or sexually explicit materials or Internet sites in violation of federal, state, or local laws and/or library policies is unauthorized. (See Acceptable Use and Internet Policy.) Patrons who access this material will be trespassed from the library for a minimum of 6 months – no exceptions!
 4. Sleeping in the library is not permitted. Library staff are not able to monitor the health and safety of an individual who has lapsed consciousness. Offenders will be told to leave the library.
 5. Smoking, rolling, chewing, or charging any tobacco product, marijuana, synthetic tobacco, synthetic marijuana, other e-cigarettes and vaping devices (smokeless or the equivalent) is unacceptable.
 6. Possessing firearms or weapons is not allowed by city policy. Deadly weapons are not permitted in any library facility unless specifically authorized by law. Weapons may be secured in weapon lockers outside the library. The weapon lockers are to be used exclusively for storing weapons, not personal items.
 7. Possessing alcohol or other illegal substances is not permitted on the library campus. Sale of illegal drugs is against the law and will be reported to the police immediately.

8. Being under the influence of illegal substances on library property is unsafe. "Under the influence" means noticeable impairment of ability to ambulate, converse, or comprehend as a result of the substance.
 9. Gambling is not allowed inside the library.
 10. Engaging in violent or threatening behavior such as but not limited to threats of violence, fighting, staring at, stalking, blocking, or following staff or other library users, throwing objects, or yelling is grounds for removal from the library.
 11. Bringing food and beverages other than water in a closed container into the library is unauthorized. The only exception to this rule is when the library chooses to provide food for a program. That food must be consumed inside the Programming Room. While families are welcome to have supervised visitation inside the library, they must follow all rules including no food or beverages. A picnic table is available outside of the library for snacks or drinks other than water.
 12. Bringing bicycles or gasoline-powered vehicles inside the library is dangerous to other patrons. A bike rack is available outside the library.
 13. Bringing bedrolls/bed, blankets, tents, or large carts into the library invades other people's space. Personal belongings should not exceed the space of one computer station.
 14. Leaving skateboards, roller blades, or other personal items in the walkways is a safety hazard.
 15. Leaving personal items unattended is risky. Carry or keep all items with you at all times. The library is not responsible for items left unattended.
 16. Refusing to comply with reasonable directions provided by staff in regard to library policies may result in removal from the library.
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4. Adults are not permitted in the children's or teen's areas without a child/teen or a need for children's or teen's materials. Exceptions can be made for dependent adults with supervision.
 5. The library provides a study room and a small study pod. Patrons may reserve these spaces with any staff member. The programming room is only used for scheduled library activities. It is not available for reservations by the public.
 6. **Service animal guidelines:** Service animals that meet the ADA Requirements are the only animals permitted in the library. See: <https://www.ada.gov/resources/service-animals-2010-requirements/>

Noncompliance with the Rules of Conduct may result in expulsion from the library and/or suspension of library privileges. The library staff shall report criminal activity to law enforcement. Staff will provide law enforcement access to security camera footage when requested.

Social Media Policy

Coolidge Public Library Policy and Procedure

Subject: Rules of Conduct Policy

Approved: City Council

Date: January 13, 2014

Purpose of Policy

This social media policy establishes guidelines for the use of social media by Coolidge Library staff. The City of Coolidge encourages the use of social media to further the goals of the City and to reach a broader audience.

Definitions

“Social Media” means forms of discussion and information sharing including social networks, blogs, video sharing, podcasts, wikis, message boards and online forums used, created and/or maintained by the Coolidge Public Library to communicate library news, events and information to residents, businesses, visitors and other interested parties. Examples of social media applications include but are not limited to Google and Yahoo Groups, MySpace, Facebook, YouTube, Twitter, LinkedIn and news media comments sharing/blogging.

Policy

Through the use of social media, Library staff can reach patrons regardless of where they are, and can provide information about the Library to interested and potential Library users. This also gives the Library a way to strengthen their existing relationships and can give community members a chance to connect with the Library in the digital world. To coincide with the Library’s mission statement, the use of social media will assist with highlighting a variety of Library services and programs to meet the recreational and educational needs of the community. In addition to services and events that the Library offers, social media serves as a valuable tool to connect the community to news about libraries, books, and authors that they can then respectfully express their thoughts and opinions about in an interactive space.

Staff Responsibilities

In the use of social media, Library staff shall:

- Be clear, respectful, and polite when posting and when responding to all comments and feedback in all social media interactions.
- Not resort to personal attacks, harassment, cultural insensitivity or discrimination.
- Not post spam or remarks that are off-topic or offensive.
- Not use obscene or insulting language.
- Not post any information that would infringe upon the propriety, privacy, or personal rights of others. Confidential information should not be disclosed unless specific permission has been granted by the parties concerned; or unless it is in the public

interest, or unless required to do so by law. Do not reveal City or Library sensitive or proprietary information.

- Not use social media created or maintained by the City for personal use.
- Not use social media for personal/private use during working hours.
- Not violate copyright or trademark rules. Reference original authors and sources of information (provide links when applicable).
- Comply with City rules for branding and usage of City logo on social media content.
- Understand that information posted is public record and no personal or private information about oneself, Library patrons, or the City should be posted.

Library staff responsible for social media sites should be consistent with a schedule or plan for posting and for maintaining and viewing comments on the social media sites.

A violation of this Social Media Policy may result in disciplinary action.

Social Media User Submitted Content Policy

Coolidge Public Library Policy and Procedure

Subject: Social Media User Submitted Content Policy

Approved: City Council

Date: January 13, 2014

PURPOSE

To provide guidelines for user submitted content on social media tools used, created and/or maintained by the Coolidge Public Library.

STATEMENT OF POLICY:

Social Media means any web application, site, forum or account used, created and/or maintained by Coolidge Public Library to communicate library news, events, and information to residents, businesses, visitors, and other interested parties.

1. Comments, posts, and messages are welcome and will be reviewed before publishing. The Coolidge Public Library reserves the right to delete comments that:
 - Contain vulgar language
 - Target or disparage any ethnic, racial or religious group
 - Contain personal attacks, insults, or threatening language
 - Contain potentially libelous statements
 - Contain plagiarized material
 - Contain private, personal information published without consent
 - Contain comments totally unrelated to the content of the forum
 - Advocate illegal activity
 - Infringe on copyright or trademarks
 - Promote particular services, products, or political organizations
 - Contain hyperlinks to material that is not directly related to the discussion or which are inappropriate
 - Contain advertising or spam
2. By posting content, the user agrees to indemnify the City of Coolidge, its Council, employees and representatives from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content.
3. The Coolidge Public Library reserves the right to monitor content before it is published and to modify or delete any messages or postings that it deems, in its sole discretion, to be in violation of this Social Media Policy.
4. The Coolidge Public Library reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the

foregoing, the Coolidge Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber to its social media tools.

5. By posting content, a user agrees to abide by the terms of this Social Media Policy and a violation of the terms may lead to legal liability.

Comments to our posts on social media sites do not reflect the opinions and position of the Coolidge Public Library or its employees, and the Coolidge Public Library is not responsible or liable for comments or feedback posted by any subscriber to our social media tools.