

POLICY MANUAL
COTTONWOOD PUBLIC LIBRARY
04/22/2025

MISSION STATEMENT: The purpose of the Cottonwood Public Library is to serve as a cultural, recreational, educational and research center for residents of the City of Cottonwood and Yavapai County. The Cottonwood Public Library will be an unbiased source of information for the people it serves. This Policy ensures that over time the Cottonwood Public Library's collection will reflect the needs of the community while facilitating meaningful experiences for the individual library patron.

GOALS: The library will provide free access to comprehensive and quality print and non-print materials, programs and services which will be relevant to the unique needs and interests of Cottonwood and Yavapai County residents.

The library will provide adequate staff to develop and maintain materials, programs and services mentioned above. Additionally, the library uses the national standards established by the American Library Association to help inform policy decisions and material selection.

OBJECTIVES: The library will pursue the following objectives to attain the stated goals:

- 1) maintain a balance of materials representing a wide diversity of views. The needs and desires of the library patrons are placed above the personal views or objections of the material selection. Selection of particular materials does not imply the endorsement of the contents.
- 2) help children and young adults become lifelong readers and users of the library, awakening their curiosity and stimulating their imagination and skills to provide an awareness and knowledge of the world and themselves.
- 3) encourage growth and development of the volunteer staff through publicity, training and regular appreciation events.
- 4) preserve the cultural and historical heritage of the region.
- 5) maintain the principles expressed by the American Library Association and the Association of American Publishers in their Freedom to Read Statement (see Attachment 1) and the American Library Association's Library Bill of Rights (See Attachment 2).
- 6) protect patron rights of confidentiality as called for in Arizona Revised Statutes 41-1354 (See Attachment 3).
- 7) responsibility of providing services to the public to reflect ever-growing and evolving technology.

The library staff has the right to:

- Request identification when applying for a library card
- Restrict the length of time an individual may use library equipment when others are waiting to use it or when, in the judgment of staff, there are other mitigating factors.
- Make decisions that are in the best interest of the library, whenever these Rules do not specifically cover certain situations

LIBRARY DIRECTOR'S or MANAGER'S RESPONSIBILITIES

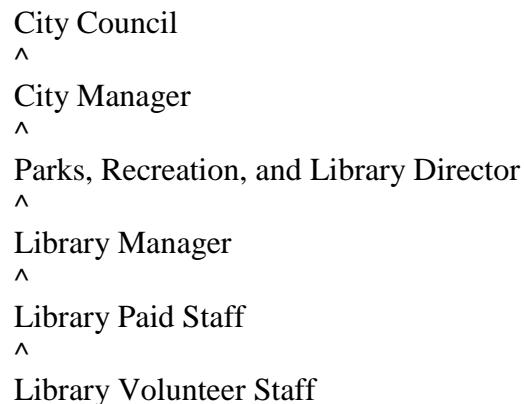
The position of Library Director/Manager is mandated in the Code of the City of Cottonwood. The Library Director/Manager is responsible to the City Manager and/or Deputy City Manager for the administration of the library in accordance with library policies. The Director/Manager will report monthly to the City Manager and/or Deputy City Manager regarding library operation, circulation, personnel, special programs and any other topics of interest to the City Manager and/or Deputy City Manager.

ADMINISTRATION OF THE LIBRARY

Includes, but is not limited to:

- 1) Supervision of library personnel in accordance with City policy.
- 2) Planning library development and growth.
- 3) Building and maintaining the library collection.
- 4) Providing general services as deemed necessary.
- 5) Developing library procedures.
- 6) Preparing and releasing library publicity.
- 7) Upkeep of the building and conservation of City resources.

ADMINISTRATION STRUCTURE:



AFFILIATED AGENCIES: The Cottonwood Public Library is a department within the City of Cottonwood. It is also a member of the Yavapai County Library District pursuant to a yearly service agreement entered into by the City Council and the Yavapai County Board of Supervisors. It is also a member of the Yavapai Library Network pursuant to a yearly service agreement entered into by the City of Cottonwood and Yavapai County. The library also cooperates with directives from the Arizona Department of Library, Archives and Public Records in order to qualify for State and Federal grants.

SOURCES OF FINANCIAL SUPPORT:

- 1) Primary funding comes from the City of Cottonwood, whose main source of revenue for library funding is through a city sales tax.
- 2) A twice-yearly payment is paid to the Yavapai Free Library District as part of the annual service agreement between the City and the County outlining both party's responsibilities as members of the Yavapai County Library District
- 3) Fines, lost book charges and copier fees which are turned over to the City weekly.

Private donations can be made to the Cottonwood Bookmarks, a non-profit organization dedicated to assisting the library. Bookmarks funds are not subject to City regulation or control.

HANDLING OF COMPLAINTS

The Cottonwood Public Library takes its patron's concerns seriously. The library has adopted the following procedures concerning formal complaints about library material:

- 1) Patron may bring concerns to the Library Director/Manager about the item(s) in question.
- 2) The Director/Manager will hear the Patron's concern. The Director/Manager will explain that the library selects materials based on a selection process and based on patron needs. He/she shall provide the Patron with a copy of the Library Materials Selection Policy. If Patron is not satisfied, Patron may formally lodge a Request for Reconsideration and the Director/Manager will provide a "Citizen's Request for Reconsideration of Library Materials" form (Attachment 4) to fill out. The Request must be filled out and submitted within ten days, otherwise the matter is considered closed.
- 3) Upon receipt of Request, the Library Director/Manager reviews and evaluates the challenged material based on the library's mission statement, selection policy, the Library Bill of Rights. The Director/Manager then notifies Patron of the decision.
- 4) If Patron is dissatisfied with the decision, the Patron may appeal the decision to the Community Services Director and/or the City Manager which considers the Request of the Patron, reviews the library material in question, and renders a decision.

Complaints not limited to library materials are handled as in 1 above. If the Library Director/Manager is unable to resolve the issue of the matter, i.e., the patron is dissatisfied with the decision, it may be appealed to the Community Services Director or the City Manager depending on the nature of the complaint.

MATERIALS SELECTION POLICY

GENERAL OBJECTIVE: Materials selected should conform to the interests and needs of the community the library serves. The Cottonwood Public Library sets as its major goals in book selection: the advancement of knowledge and culture, the education and enlightenment of its patrons, and the provision for recreational reading. Within these goals the Library will serve as a center for self-directed, life-long learning by providing free access to both comprehensive and

quality print and non-print materials. Each piece of potential library material is subject to the selection criteria listed below.

RESPONSIBILITY FOR SELECTION: The responsibility for selection lies with the professional staff. Library staff shall decide what and how many items shall be purchased in each subject area of the library. Staff operates within a framework of policies determined by the City of Cottonwood. The needs and desires of the library patrons are placed above the personal views or objections of the material selection by Staff. Recommendations and suggestions from patrons are always welcomed and given serious consideration.

GENERAL CRITERIA: Library materials will be selected from competent reviewing media and basic lists of standard works which are consulted as an aid to selection. Every effort is made to have materials representative of, and of interest to, the library's various customer groups, even when the content or views expressed in these materials may be unpopular or may be deemed inappropriate by some users or library staff. The responsibility to choose to access or not access specific materials found in the library rests with the individual patron. No library staff member or any other person, group, or organization should be allowed to restrict an individual's access to materials. The responsibility for selecting what a minor may read or view lies solely with the parent or legal guardian.

Within the standards of purpose and quality, the library's collection will be built to meet the needs and interests of local patrons following these specific principles:

- 1) current usefulness or permanent value.
- 2) authority and competence in presentation.
- 3) relationship to existing collection.
- 4) price, format, and ease of use.
- 5) popular demand: the library will strive to make available materials which are frequently requested.
- 6) relative importance in comparison with other books on the subject.
- 7) suitability of subject, style, and relevance to an identified community of library users.
- 8) support of library's mission, vision, values, and goals.

In addition to these general objectives, the Cottonwood Public Library subscribes to the principals in the Library Bill of Rights and the Freedom to Read Statement in its selection process, which are appended at Attachment 1 & 2.

Young Adult Materials - Young Adult Services are organized as a separately identifiable section of the library with the goal of providing a smooth transition from juvenile to adult literature. The Young Adult collection is chosen for a variety of reading interests and backgrounds, reading skills, and development levels. The collection is designed to satisfy the recreational, emotional, and informational needs of the young adult. Materials representing an honest aspect of life or some human problem will be viewed positively, and selection will be made on the total effect of the materials and not specific words or phrases.

Juvenile Collection - The first objective in selecting children's materials is to encourage the child's joy in reading and in being read to. Selection follows the same general and specific guidelines as for selecting Adult & Young Adult materials. The children's book collection will have books and materials available for all ages, abilities, and reading levels. Parents and legal guardians are responsible for selecting and/or permitting the child's selection of what the child may read or view. The library also considers the quality of illustrations, their attractiveness and originality when selecting material.

Government Documents - The library collects and preserves documents, primarily of local importance, with emphasis on those published by the City of Cottonwood, Yavapai County and the State of Arizona. U.S. documents will not be collected on a continual basis. These documents are available through Yavapai Community College and Northern Arizona University, a Federal Depository library.

Newspapers will be retained for as long as space permits.

Periodicals will be retained as storage space permits. Basic popular, general, informational and scholarly magazines are selected to supplement the book collection.

Non-Print Materials - The library recognizes the importance of non-print materials both as a supplement to its book collection and as valid informational equivalents of books. Non-print materials may consist of audio-visual materials, electronic and digital checkouts, as well as physical items such as technology kits or STEAM kits. Non-print material may have different checkout terms. Please inquire with a staff member for specifics.

Audio Visual Collection Audio Visual Collection will consist of titles for patron checkout. The library will accept donations of popular films to augment the collection

Patrons are limited to having a total of 20 A/V titles checked out any one time.

Staff or volunteers will examine all audio-visual materials prior to check-in to ensure that:

- 1) case and contents match.
- 2) any problems reported upon return are addressed.

The Library assumes no responsibility for claimed damages, direct, or indirect, from the use of borrowed A/V media. This includes, but is not limited to, damage to personal or office equipment or computers. The library strives to provide quality control, but all items borrowed are at the patron's risk. The borrower acknowledges that all materials will be in good working order and condition at the time they are borrowed, and the borrower agrees to pay an amount equal to either the full cash value, reasonable cost of repair, or daily rate in the event of any items that are not returned, or are returned damaged.

Audio-Visual materials may be checked out for 21 days.

Public performances of movies in a public room require a performance license from the copyright owner.

Maintenance of Collection - The collection will be periodically examined for the purpose of weeding, binding or repair of materials to maintain a balanced and attractive collection.

The Cottonwood Public Library does not exclude or remove materials from the library on the basis of race, nationality, sexual orientation or social, political or religious beliefs. Cottonwood Public Library subscribes to the American Library Association's interpretation of Challenged Resources when evaluating any challenged material.

CIRCULATION AND REGISTRATION

GEOGRAPHICAL SERVICE AREA AND ELIGIBILITY - A library card permitting full use of the library shall be issued without charge to all residents of Yavapai County who fulfill the following requirements:

- 1) Applicant must produce identification which show his/her current in-county mailing address and photograph. Examples: driver's license or state ID (with a current, correct in-county mailing address would fulfill both requirements), blank check with imprinted patron's address, passport, car registration, mail with canceled postage, Mexico photo ID, lease agreement.
- 2) If the applicant has outstanding charges of more than \$9.99 or has more than 10 items overdue at any network library, a new card will not be issued and checkout privileges will be denied.
- 3) A library card will be issued to juveniles under age 18 as long as a parent (or other adult) accompanies the child, complies with the regulations in this section (in addition to having no outstanding fines against any YLN library) and signs the application form accepting financial responsibility for any charges which may result from fines, lost library material or damage assessments.
- 4) Each new applicant physically present in the library is allowed full check-out privileges from the circulating collection.
- 5) Applicant will be asked to sign the application form and to print all the other information required on the application form.
- 6) Welcome Cards:
 1. A Welcome Card may be issued to any person age 13 and up that lacks current identification or proof of residency.
 2. Welcome Cards will have a 5 item CKO limit, CTW items only, no network holds, no CKO privileges at other libraries.
 3. Welcome Cards may be made available to patrons working on paying off a high fine on another card.
 4. Welcome Cards will require at least one method of contact, either phone number, address or email address. We will not require proof of this method of contact.
 5. Welcome Cards will be set to expire every 6 months, requiring the patron to check in regularly.

6. Once proof of local residency is acquired the patron will be set to regular patron status.
- 7) The following are acceptable forms of identification. Other state's cards may be substituted when applying for a temporary card, or with proof of current local address
 - A. AZ Driver's License
 - B. AZ Identification Card (issued by Motor Vehicle Department)
 - C. Military Identification Card showing current active service
- 8) Current local address can be proven with the following
 - A. Current Utility Bill (telephone, water, gas, or electric) dated within last 45 days
 - B. Imprinted personal bank check
 - C. Voter's Registration Card
 - D. Piece of mail postmarked in last 45 days
 - E. Current Vehicle Registration
 - F. Lease Agreement

The term "library card" pertains to a barcoded library card with signature block. The signature block is signed by the person to whom the card has been issued. If the person to whom the library card is issued is under eighteen years of age a signatory (one who is ultimately responsible for all charges levied against this card number) over the age of eighteen must sign the registration card.

CONFIDENTIALITY AND USER RIGHTS - This library follows Arizona Revised Statute 41-151.22 which states in its entirety:

"Privacy of user records; exceptions, violation; classification

A. Except as provided in subsection B. a library or library system supported by public monies shall not allow disclosure of any record or other information which identifies a user of the library services as requesting or obtaining specific materials or services or as otherwise using the library.

B. Records may be disclosed:

1. If necessary for the reasonable operation of the library.
2. On written consent of the user.
3. On receipt of a court order.
4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a Class 3 misdemeanor.

Requests for information will be referred to the Library Director/Manager. Turning over delinquent patrons for debt collection to Unique Management Services is considered part of the reasonable operation of the library.

STANDARD LOAN PERIODS - The standard loan period for the circulating collection is 21 days. Audio/Visual materials: there is a limit of 20 CTW A/V items checked out at any given time to a particular card.

RENEWALS may be made over the phone, online, or items with no holds will be automatically renewed. Material will not be renewed if:

- 1) A reserve request has been placed on it by another patron;
- 2) Patron account is not in good standing;
- 3) The item has already been renewed three times by this patron.

LIMITATIONS ON CIRCULATING MATERIALS - There is a 50-item limit to the amount of library materials a patron may have checked out at any given time. The staff may limit the number of books in a particular subject area to prevent all material on a given subject from leaving the library at one time.

AUDIO-VISUAL MATERIALS will be kept in the designated A/V area for the Adult and Young Adult items and the Juvenile collection will be kept in Youth Services. The general condition of the packaging is checked. The number of CDs/DVDs in the set are checked against the number listed in the computer. Damage fees, if any, will be assessed to the card number at this time. It is possible damage may not be detected until the time of the next check out. At this point the Symphony system is checked to locate the last person to have the item and damages assessed.

NON-CIRCULATING MATERIALS

Adult items marked "Reference" do not check out. Juvenile reference materials check out for 21 days. Periodicals do not check out. Topographical maps do not check out. Newspapers do not check out. The library has minor conveniences available such as games, phone chargers and reading glasses available as loaners, these items do not check out.

The Cottonwood Public Library does not have late fees. Patrons are responsible for late fees of materials borrowed from other libraries in the YLN who charge late fees.

DAMAGED MATERIALS will be assessed by paid staff and a fine levied according to the amount of damage. The Library Director/Manager, or staff members delegated by the Director/Manager, may waive fines or substitute methods of clearing the charges. No fines are charged to talking book patrons or homebound patrons.

LOST MATERIALS: Payment for a lost item will not be refunded. Patrons are permitted to replace a lost CTW item with an item with the same ISBN number of the lost item. All items will be charged at current replacement price plus a \$5 cataloguing fee per item. The Library Director/Manager, or staff members delegated by the Director/Manager, may waive fines or substitute methods of clearing the charges. No fines are charged to talking book patrons or homebound patrons.

LIBRARY STATISTICS: FINANCIAL & CIRCULATION

All fine monies, copier fees, lost and/or destroyed materials assessments are reported on the "daily stat sheet." Each evening a new stat sheet is filled out for the following day. The old one is

retained in the "Library Stats" box after all the day's library income has been entered on the ledger sheet for the current month. The entry into the monthly ledger is made by the Library Supervisor or designated staff backup. Each Thursday the Library Supervisor will make a photocopy of the financial transactions for the last seven days from the ledger sheet and turn a copy of it into City Hall along with the money and a filled in Cash Receipt Report (Exhibit V.D., of the Financial Operations Guide of the City of Cottonwood).

Whenever the library receives payment for a lost and/or damaged book, a network-generated receipt is given to the patron as proof of payment. If the item is found at a later date the library is unable to refund the amount paid.

The Cottonwood Bookmarks, a registered non-profit friends-of-the-library group, sells donated used books in the library. Income is monitored by library staff members who count and record daily income and turn over the money received to the Bookmarks' Treasurer.

GIFTS AND BEQUESTS TO THE LIBRARY

In accepting a gift, the library reserves the right to decide whether it should be added to the collection. Out of the thousands of books which patrons so generously give, a considerable portion can hardly be used to full advantage by inclusion into the collection of the Cottonwood Public Library. Any given book, though of value in itself, may be:

- 1) A duplicate of an item of which the library already has a sufficient number;
- 2) outdated, maybe interesting, but not of sufficient present reference or circulating value to the library which must evaluate every book with limited shelf space in mind;
- 3) in poor physical condition and would not justify the expense of processing it.

The library no longer accepts magazine donations of any sort other than:

- 1) Subscriptions which are mailed to the library in the library's name;
- 2) National Geographic & Arizona Highways magazines to be sold by the Bookmarks.

Patrons may place magazines published in the last 365 days on the provided free shelf in the Puzzle Room for other patrons to take. Older magazines will be discarded.

All donations are considered unrestricted gifts. It is the policy of the library not to accept special collections of books to be kept together as a separate physical entity. Patrons or organizations who wish to give gifts of any consequence to the library are referred directly to the Library Director/Manager. Gift collections may be accepted only by the Library Director/Manager with the understanding that they be integrated in the general collection, the only form of donor identification being a book plate.

APPRAISALS:

- 1) The appraising of a gift to the library for income tax purposes is the responsibility of the donor since it is the donor who requires an appraisal not the library.
- 2) The acceptance of a gift which has been appraised by a third, and presumably disinterested,

party does not in any way imply an endorsement of the appraisal by the library.

3) The library should not appraise items for a private owner. It should limit its assistance to referring him/her to sources such as dealer's catalogues and to suggesting the names of appropriate experts who might be consulted.

4) The library will give a receipt for monetary value of any gift to any donor using the phrase "valued by the donor at..."

PUBLIC SERVICES

HOMEBOUND DELIVERY: when available, by staff members or volunteers will be provided to patrons who, through illness or disability, cannot leave their residence provided, one-way travel from the library does not exceed six miles. This allows delivery to the contiguous areas of Cottonwood: Verde Village, Bridgeport and Clarkdale. Deliveries will be made once every three weeks as long as the patron supplies the library with a list of books, authors and/or subject areas.

FEDERAL & STATE INCOME TAX FORMS: Where possible, the library will make federal and Arizona state income tax forms available to the general public. Federal forms will be maintained as long as the Internal Revenue Service supplies the library with a book of reproducible forms which may be reproduced on the library copier at the normal charge per copy. Actual copying will be done by library staff/volunteers. The library may carry other IRS publications available for in-library use. Efforts will be made to keep actual booklets with forms on hand for Arizona state and federal income tax purposes. The library staff/volunteers will not answer tax questions or assist patrons in filling out tax forms. We may, however, direct patrons to local groups who will assist them.

PUBLIC USE OF LIBRARY PHONE: All requests for phone use will be referred to a classified staff member. Children will be referred to Youth Services. Those over 18 are referred to Adult Services. The staff person will dial the phone and stay in the immediate area until the receiver is returned. Every effort should be made to accommodate reasonable requests.

FAX SERVICES: Outgoing fax services will be provided at the rate of \$1.00 per page. We will only fax within the United States. All funds will be written on the daily statistical sheet and forwarded to the city for deposit. The library does not receive faxes for patrons.

DATA RETENTION POLICY

The Yavapai Library Network Data Retention Policy has been developed in part as follows:

Retention of public library users:

- Adhering to Arizona State Retention Guidelines
- The assumption will be that all financial transactions will be the responsibility of each governing authority. When a financial transaction takes place, the record of that transaction should be stored on a system designed to work with financial transactions.
- A record of financial transactions will be backed up from the integrated library system.
- Files will be stored for four years after the retain date of the file. After this time they will be destroyed.

- User deletion – Public Library user deletions will occur twice annually. Library users in good standing will be removed. Users with bills on their record will not be removed.
- Library users that wish to be removed for the ILS will have their User Profile changed to Withdrawn in their user record.
- Deletion criterion (assuming they are not withdrawn)
 1. No activity on account for two years
 2. No fines/fees/bills on their account
 3. No active holds on their account
 4. Account was added more than two years previous to the deletion date.

PUBLIC NOTICES

BULLETIN BOARDS: Priority is given to information related to the Cottonwood Public Library, the City of Cottonwood, Yavapai Library Network members, educational institutions, non-profit entities supporting reading, education or literacy, and other non-profit groups providing civic or social services. All postings must be approved by Library Director/Manager or designated library staff. Postings do not constitute Library endorsement of the viewpoints expressed by the participants in the postings.

PAMPHLET RACK: information and materials left at the Circulation Desk need approval from the Director/Manager or designated library staff.

DISPLAY AND EXHIBIT POLICY

As an educational and cultural institution, the Cottonwood Public Library welcomes exhibits and displays of interest, information, and enlightenment to the community. Exhibitions of art, culture, historical material, nature study, civics, societal issues, or any other material deemed of general interest may be exhibited. The Director/Manager shall accept or reject content offered for display based on its suitability and availability.

Display and exhibit materials should not be excluded because of the origin, background, or views of those contributing to their creation. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

Displaying or exhibiting collections of materials by the library does not constitute or infer an endorsement of the content or composition of any exhibit or display. The sole purpose of providing space for exhibitions and presentations is to offer a source for the visual display of such materials or items from time to time as deemed appropriate.

The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.

Content prohibited: In keeping with the library's purpose/role as a source of community information, the following prohibited exhibits or displays include, but are not limited to:

- Endorsement of a political candidate

- Take a position on legislation
- Take a position on a proposed ballot proposition
- Petitions
- Solicitations of any kind (financial, membership, affiliation)
- Sales
- Surveys or other materials designed to obtain an opinion or quantifiable responses
- Public display of obscenity

PATRON CODE OF CONDUCT

Every library user has the right to use the facilities of the library without being disturbed by others. Therefore, the staff has the right to ask anyone to leave the library if, in the judgment of the senior staff person on duty, other patrons and users are being disturbed.

No person shall:

- Make solicitations for any reasons in library public areas.
- Smoke, vape, or use drugs or tobacco anywhere in the library.
- Interfere with another person's use of the library.
- Display print or non-print materials of an obscene nature.
- Interfere with the library staff's performance of duties.
- Damage or deface public property.
- Improperly remove library materials or equipment.
- Talk loudly, make noise, use abusive or threatening language, or engage in other disruptive behavior.
- Use profane, obscene or injurious language.
- Remain in the building after regular closing hours.
- Bathe or wash clothes in the library.
- Enter or remain in the library without wearing a shirt or shoes.
- Move furniture other than chairs at tables.
- Lie down on furniture, put feet up on furniture
- Lie or lounge on the floor
- Sleep anywhere in the library.
- Bring animals into the library, except those needed to assist a patron with a disability.
- Play audio equipment so that others can hear it. The use of headsets is permitted as long as such use does not disturb other library patrons.
- Bring a bicycle inside the building.
- Use roller skates, roller blades or skateboards on library property.
- Eat or take food or drinks into any of the library public areas other than designated areas.
- Drink or bring open containers into any of the library public areas other than the designated areas.
- Leave children or vulnerable individuals who are unable to follow library rules unattended.
- Violate any City Ordinance in the library or on library grounds.
- Because of a lack of hygiene or excessive use of perfume or cologne, have a bodily odor that interferes with others' use of the library.

- Use a cell phone in the library an excessive amount or in loud tones.
- Engage in disruptive or inappropriate behavior that can be interpreted as creating an intimidating, hostile or offensive environment.

This policy does not prohibit conversation between patrons and/or staff members or conversations required to carry on library programs or business. It is designed to preserve a reasonable atmosphere where library patrons may use library materials and services without disturbance. In the case of minor (non-criminal) offenses the staff will normally allow the offender(s) one warning prior to expulsion. The staff may expel the offender(s) without a warning, at the discretion of the staff, in situations of serious, threatening or willfully malicious behavior.

Unattended Children and Vulnerable Individuals Policy

The Cottonwood Public Library welcomes individuals of all ages and abilities. However, the Library is not a childcare facility and is not a safe environment to leave children and vulnerable individuals unattended.

The responsibility for the safety and behavior of children and/or vulnerable individuals in the library rests with the parents, legal guardians, or other responsible caregivers. Library staff is not responsible for the care of unattended children or vulnerable individuals in the Library.

Children under eleven years old must be under the supervision of an actively engaged parent/caregiver of at least 12 years of age and must be in the immediate vicinity of and in visual contact with the child while in the Library.

Vulnerable individuals who require a caregiver must be under direct supervision of an actively engaged caregiver over the age of 18 and must be in the immediate vicinity of and in visual contact with the individual while in the Library.

Library staff will attempt to locate the parents or responsible adult caregivers of unattended children and or vulnerable individuals in the Library. Library staff will attempt to contact them via the phone number provided by the child or individual or by the phone number(s) on record if possible. If Library staff is unable to contact the parent/guardian, the Cottonwood Police Department will be called. The Library Staff will wait for the police to arrive.

Vulnerable individuals: A vulnerable individual is a person who is mentally or physically challenged to a degree that may significantly impair that person's ability to provide adequately for his/her personal needs and manage his/her behavior without assistance. Vulnerable adults must have a parent/guardian or caregiver, 18 years of age or older, with them while they are in the Library who can manage their behavior and provide adequately for their personal needs. Physically challenged adults who are capable of providing for their own needs are welcome to remain in the library without supervision so long as a contact person is available in the event that the adult's health or safety is in doubt. The rules for vulnerable adults at closing time shall be the same as the rules for an unattended child. Violations of the Child and Vulnerable Adult Safety Policy may result in suspension of library privileges for the family.

REFERENCE SERVICE

The library will try to answer all questions and requests for information to the best of the staff's ability and the library's available resources. How and when the question is answered will depend on staff time and availability of materials. Walk-in reference questions and over-the-counter aid to patrons take precedence over information requested by telephone or through the mail.

CROSS-INDEXES & CITY DIRECTORIES: Patrons, business and other institutions will be expected to use cross indexes and city directories, when available, in the library. Information from these sources will not be answered over the telephone.

TELEPHONE DIRECTORIES: Staff may verify any information the patron gives them. If the person being inquired about is listed in the regular telephone book, staff may give any information listed in the phone book.

TELEPHONE REFERENCE SERVICE: Our policy is to answer quick reference inquiries to the best of our abilities. Using our professional judgment, we often will call patrons back if locating the information is going to involve a lot of wait time for the patron waiting on the line. We do not answer long reference questions by telephone--we encourage patrons to come in and inform him/her that we will help get them started in their research.

- 1) Consumer product and service information--staff will refer to or quote from informational sources, but will not make any judgments.
- 2) Legal & Medical questions--staff will find sources and make quotes as appropriate but will not explain or offer any interpretations or attempt to define terms being used. If this situation arises, patrons will be encouraged to come in to the library to see the resources that we can provide.
- 3) Tax questions--staff will assist patrons in finding forms and sources but will not offer any interpretations.
- 4) Encyclopedia and dictionary purchase information--patron will be referred to published articles on the subject.

SCHOOL RELATED QUESTIONS: Generally, it is our policy not to answer school related questions that come to us over the phone. This applies equally to adult students as well as child students. We do, however, answer some school questions:

- 1) When the question is a small part of a much larger task (for example, if asking, "What is the population of Flagstaff?" is for a term paper);
- 2) When the question involves checking a bibliographic citation;
- 3) When the question involves whether or not we have enough material in the library to make a trip to the library worthwhile.

REFERRALS - The referral aspect of information service is an important one, as it provides a link for the patron between the library and other resources.

INTERNET FAIR USE POLICY

In accordance with the Federal Children's Internet Protection Act (CIPA) (Pub. L. 106-554), all library computers are equipped with filtering software. The software is set to screen out sites

which may reasonably be construed as obscene, as that term is defined in section 1460 of title 18, United States Code; or child pornography, as that term is defined in section 2256 of title 18, United States Code; or harmful to minors as defined in section 1703, Pub. L. 106-544. Users 18 years of age and older may request that a staff member disable the filtering software for research purposes by requesting that specific sites be enabled. The software will not be disabled for users 17 and under for any reason.

As with other library resources, restriction of a child's use of the Internet is ultimately the responsibility of the parent/legal guardian, within the confines of the law.

The Library assumes no responsibility for damages, direct, or indirect, for the use of the Internet. This includes, but is not limited to, damage to personal or office computer equipment caused by virus-laden material downloaded from any Internet site.

Internet users should be aware that it is not a secure medium. It is possible for third parties to obtain information regarding an individual user's search activities. Users should be very cautious about providing personal information over the Internet.

1. Internet access is available to the public on library computers under the following guidelines: access is on a first come, first served basis. No single user shall utilize the electronic resources workstations for more than 90 minutes per day. All PCs must be vacated 15 minutes prior to the library's stated closing time for that day. Wi-Fi is available to the public on personal devices during all open hours.
2. Violations of computer security, unauthorized altering of software configurations, attempts to damage computer hardware or software using the workstation for illegal or criminal purpose may result in losing Internet and checkout privileges. Illegal acts may be subject to prosecution. It is unlawful for any person knowingly to place explicit sexual material upon public display (Arizona Revised Statute 13-3507). Patrons violating this statute will be told to leave the library and will lose Internet privileges permanently. An additional liability to criminal prosecution exists.
3. The individual user must determine the appropriateness of materials for their needs in accordance with state, federal laws and this Library policy. A maximum of two people are allowed to use an internet terminal at one time.
4. The Cottonwood Public Library disclaims any warranty of the accuracy, timeliness, authoritativeness or usefulness of the materials, and shall have no liability for any direct, indirect or consequential damages related to the use of these materials.
5. This policy is based on the following Arizona Revised Statutes:

- ARS 13-2316
- ARS 13-3506
- ARS 13-3707
- ARS 13-3508
- ARS 34-502

YOUTH SERVICES INTERNET ACCESS

In accordance with the Federal Children's Internet Protection Act (CIPA) (Pub. L. 106-554), all library computers are equipped with filtering software. The software is set to screen out sites which may reasonably be construed as obscene, as that term is defined in section 1460 of title 18, United States Code; or child pornography, as that term is defined in section 2256 of title 18, United States Code; or harmful to minors as defined in section 1703, Pub. L. 106-544.

The Youth Services Internet workstations are designated for those under the age of eighteen only. Adults may use the internet if they have a child in the area. Ask at the Youth Services Circulation Desk. Sign-up may be limited to one 90-minute slot a day based on availability. A valid Cottonwood Public Library card is required to sign-up. If a patron over the age of 18 does not have a library card, they may request the use of a temporary "guest pass", at the Reference Desk.

The Internet is unregulated and constantly changing. The library has no control over the information available on the network, its quality, accuracy, or currency. Individual users must determine the appropriateness of materials for their needs. **PARENTS AND/OR LEGAL GUARDIANS ARE RESPONSIBLE FOR THEIR CHILD'S EXPOSURE TO IDEAS AND INFORMATION. AS WITH ALL LIBRARY RESOURCES, PARENTS ARE ENCOURAGED TO SUPERVISE THEIR CHILD'S USE OF THE INTERNET.** Restriction of a minor's access to the internet is the responsibility of the parent/legal guardian.

Violation of obscenity laws, tampering with the computer system security, unauthorized altering of software, and/or using the workstation for illegal, criminal, or inappropriate purposes will result in the loss of internet privileges and may be subject to prosecution by local, state or federal laws. It is unlawful for any person to knowingly access sexual material on a library workstation. **(Arizona Revised Statute 13-3507).**

CYBER-BULLYING

Using electronic means to communicate abusive or harassing messages is strictly prohibited.

SIGNATURE-GATHERING AND PETITIONS POLICY

Gathering petition signatures is recognized as a free speech issue, protected by the First Amendment to the Constitution of the United States. It is permitted on Library and Recreation Center grounds under the following guidelines:

General Guidelines

- **Access to Entrances and Exits:** Entrances and emergency exits must remain unobstructed to ensure safe and easy access at all times.
- **Respectful Conduct:** Aggressive solicitation or behavior that disrupts the operation of the Library or Recreation Center is strictly prohibited.

Signature Gathering

- **Indoors:** Signature gathering is not permitted inside the Library or Recreation Center.
- **Outdoors:** Signature gathering is permitted in outdoor areas as long as it does not obstruct entrances, exits, or pathways, or interfere with events or activities.

Tabling

- **Indoors:** Tabling or setting up stationary displays for petitioning, registration, advertising, or signature gathering is not permitted inside the Library or Recreation Center.
- **Outdoors:** Tabling or setting up stationary displays for petitioning, registration, advertising, or signature gathering is permitted in the following outdoor locations:
 - **Library:** Right outside the main entrance on the parking lot side, on either side of the main walkways.
 - **Recreation Center:** Right outside the front entrance on either side of the main walkway.

Disclaimer

The presence of petitioners or signature gatherers outside the Library or Recreation Center does not indicate that either facility supports those individuals or groups' policies, beliefs, or political affiliations, nor does it imply endorsement of any candidate, initiative, or referendum.

Violations

Failure to adhere to this policy may lead to removal from the property. Repeated infractions could result in a suspension of privileges to collect signatures on-site.

FAXING SERVICES

The Cottonwood Public Library will provide outgoing faxing services to the public at the cost of \$1.00 a page within the United States. The library does not receive incoming faxes for patrons.

PHOTO POLICY

The Cottonwood Public Library and established local media routinely photograph or videotape patrons enjoying library events and programs. These images may be used in print, visual presentations, broadcasts, social media venues and the library website photo album. If you do not wish yourself and/or your children to be photographed, please inform the photographer.

MEETING ROOM POLICY

Meeting rooms are provided in the library so that facilities are available for the conduct of both library sponsored and community sponsored programs and meetings which are educational, cultural, and civic in nature. From time to time other portions of the library may be made available by special arrangement with the Library Director/Manager. All policies and regulations outlined below under this title are in effect.

- A. Library sponsored activities have priority. Other agencies of the City of Cottonwood and those professional organizations that the Library or its staff participates in will have second priority. Nonprofit community organizations will have the third priority in the reservation of meeting rooms. Nonprofit organizations will be scheduled on a first come, first served basis. The public meeting rooms are not available to commercial enterprises (organizations that promote or cause the sale of property or services for monetary gain) or for purely social functions (functions designed for entertainment through companionship with friends and associates such as receptions, showers, birthday parties, dances, and mixers).
- B. All functions must be free and open to the public. Goods and services may not be sold nor fees collected (e.g. dues, coffee fund, registration fees, donations etc.).
- C. Food may be served but it must be cleared with the scheduling library staff member at the time the event is scheduled.
- D. Youth groups must have an adult sponsor present.
- E. Programs in the Youth Services Program Room must be library sponsored. If the program is not library sponsored, and is free and open to the public, it may utilize a meeting room space in the adult side of the library.
- F. Reservation of a meeting room is accomplished when library staff has entered the date, time, group and contact individual on the meeting room schedule. After the event it is required to report attendance to the library.
- G. Meeting rooms may be reserved for individual or non-public use when available on a first come-first served basis and no more than 14 days in advance. For example, a study group or a private meeting.
- H. Meeting rooms are available to community groups only during the hours the library is open. Non-library use of the rooms before the library is open or after normal operating hours is at the discretion of

the Library Director/Manager. Otherwise, all meetings will conclude at least ten minutes before scheduled closing time in order that the room may be returned to the condition it was in prior to use.

I. Some library equipment (DVD player, TV, Laptop computer) may be used by non-library personnel in meeting rooms. Such use must be scheduled when the room is booked. Library staff will not be available to run the equipment.

J. Public performances of movies in a public room require a performance license from the copyright owner.

K. Use of the Public Meeting Rooms does not constitute Library endorsement of the viewpoints expressed by the participants in the programs. No advertisement or announcement implying such endorsement will be permitted. No organization meeting at the Library shall use the Library as its official address. Storage of goods by organizations using the Public Meeting Rooms will not be permitted.

L. Any group or individual who violates any guidelines set forth above or on the application or who fails to use the meeting room, after scheduling its use, may be prohibited from use of any Cottonwood Public Library meeting room for one year.

EMERGENCY PROCEDURES

FIRE:

- 1) Any time a fire extinguisher is used inside or outside the building, the Fire Department will be notified as soon as possible;
- 2) Staff should receive annual review of how to use fire extinguishers and where they are located in the building.

MEDICAL:

- 1) Staff will be encouraged to take C.P.R. and other citizen training programs. Compensatory time will be given for training received outside of normal working hours.
- 2) Director/Manager must be notified immediately of any injuries or emergencies occurring on library property. Director/Manager in turn must notify the Community Services General Manager/ City Manager and/or other agencies pursuant to Section 26 of the City of Cottonwood Employee Manual.

POLICE:

- 1) Staff should contact police when patron's conduct violates the patron conduct policy and patron refuses to comply with a staff request or becomes belligerent.

PERSONNEL POLICY

All paid library employees are subject to and provided with a copy of the City of Cottonwood Employee Manual. Current job descriptions are kept on file by the Director/Manager and City Hall. Staff, Volunteers and the Library Action Committee are encouraged to update their skills and knowledge through attendance at meetings, work-shops and training sessions. Provision for travel and training is made in the library budget. Approval of the Director/Manager and, in some cases, the City Manager is needed.

VOLUNTEER'S RIGHTS & RESPONSIBILITIES

This listing emphasizes the need for volunteers and staff members to have a mutual respect and a desire to cooperate.

It is your **RIGHT...**

To be assigned to a job that is worthwhile and challenging with freedom to use existing skills or develop new ones.

To be trusted with confidential information that will help you carry out your assignments.

To be kept informed about what is going on at the library.

To receive orientation, training and supervision for the job you accept and to know why you are being asked to do a particular job.

To expect that your time will not be wasted by lack of planning, coordination and cooperation within the library.

To know whether your work is effective and how it can be improved; to have a chance to increase understanding of yourself, others and your community.

To declare allowable non-reimbursed out-of-pocket costs for federal (some state and local) income tax purposes.

To expect valid recommendation and encouragement from your supervisor so you can move to another job--paid or volunteer.

To be given appropriate recognition, and so forth, but even more important, recognition of your day-to-day contributions by other participants in the volunteering relationship.

To ask for new assignments within the library.

It is your **RESPONSIBILITY...**

To accept an assignment of your choice with only as much responsibility as you can handle.

To respect confidences of your sponsoring organization and those of the recipients of your service. NEVER give out ANY information concerning patrons. Direct all questions of this nature to a staff person.

To fulfill your commitment or notify your supervisor early enough that a substitute can be found.

To follow procedures and guidelines established by the library.

To decline work not acceptable to you; not to let biases interfere with your job performance; not to proselytize or pressure patrons to accept your standards.

To use your time wisely and not interfere with performance of others.

To continue only as long as you can be useful.

To refuse gifts and tips, except when patron makes or offers something of nominal value as a way of saying "thank you".

To stipulate limitations; what out-of-pocket costs you can afford, when you might be willing to contribute hours beyond your usual ones, and so forth.

To use reasonable judgment in making decisions when there appears to be no policy or policy not communicated to you--then, as soon as possible, consult with supervisor for future guidance.

To provide feedback, suggestions and recommendations to supervisor and staff if these might increase effectiveness of the library.

To be considerate, respect competencies and work as a team with all staff and other volunteers.

To seek training by attendance at workshops and orientations.

VOLUNTEER GRIEVANCE PROCEDURES

A volunteer who has a problem or complaint should first try to get it settled through discussion with the immediate supervisor (generally the Library/Volunteer Supervisor) without undue delay. If, after this discussion the volunteer does not believe the problem has been satisfactorily resolved, the volunteer shall have the right to discuss it with the Library Director/Manager or the city Human Resources Manager if the Library Director/Manager is the "immediate supervisor" referred to in the first sentence of this section. Every effort should be made to find an acceptable solution by informal means at the lowest possible level of supervision.

ATTACHMENT 1 **FREEDOM TO READ STATEMENT**

The freedom to read is guaranteed by the Constitution. Those with faith in free men will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.
2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.
3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the task of others, to confine adults to the reading matter deemed suitable for adolescents or to inhibit the efforts of writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept with any book the pre-judgment of a label characterizing the book or author as subversive or dangerous.
6. It is the responsibility of publishers and librarians to give full meaning to the freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their standards or tastes upon the community at large.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by promoting books that enrich the quality of and diversity of thought and expression. By the exercise of this affirmative responsibility, bookmen can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

We do not state propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important, that ideas can be dangerous, but that the suppression of ideas is fatal to a democratic society. Freedom is a dangerous way of life but it is ours. [Excerpted from the joint statement by the American Library Association and the Association of American Publishers, 1972]

ATTACHMENT 2 **LIBRARY BILL OF RIGHTS**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use the library should not be denied or abridged because of origin, age, background or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948; amended February 2, 1961, and January 23, 1980, by the American Library Association Council. Adopted October, 1988 by the AZ State Library Association.

ATTACHMENT 3

ARS 41-1354: PRIVACY OF USER RECORDS

- A. Except as provided in subsection B, a library or library system supported by public monies shall not allow disclosure of any record or other information which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.
- B. Records may be disclosed:
 - 1. If necessary for the reasonable operation of the library.
 - 2. On written consent of the user.
 - 3. On receipt of a court order.
 - 4. If required by law.
- C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a Class 3 misdemeanor. (Added by Laws 1985, Ch. 9, ss 1.

ATTACHMENT 4

CITIZEN'S REQUEST FOR RECONSIDERATION OF LIBRARY MATERIAL

Author_____

Title_____

Type of Material & Identifying Number_____

Request Initiated by_____

Telephone_____ Address_____

Please answer the following questions, prefacing each response by the number of the question.
Use the back of this paper or add additional sheets.

1. To what in the book do you object? (Please be specific and cite pages).
2. What do you feel might be the result of reading this book?
3. For what age group would you recommend this book?
4. Is there anything good about the book?
5. Did you read the entire book?
6. If not, what parts? (Be specific).
7. What do you believe is the theme of this book?
8. In its place, what book of equal literary quality would you recommend, that would convey as valuable a picture and perspective of the civilization depicted?