

# HOOVER PUBLIC LIBRARY SERVICE POLICIES

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## SECTION I INTRODUCTION TO LIBRARY SERVICES

### OUR MISSION

The Hoover Public Library seeks to reinvent the way communities view libraries. As the heart and soul of the Hoover community, we are more than just a library. We're the place you come to meet your friends, experience live theater, peruse art, listen to music, entertain your children, learn about new technology, seek job searching assistance, explore your interests, find good book recommendations and much, much more. We seek to grow our patronage by offering an unparalleled customer experience. When you have a question, we want the library to be the first thing that comes to mind.

### OUR VALUES

#### **We embrace diversity.**

Everyone is welcome at the Hoover Public Library. We welcome everyone regardless of race, religion, social class, political thought or economic status. The only entrance requirement is curiosity. Just like our community, our collection is rich in diversity and we strive to have something for everyone. If you don't find what you're looking for, let us know! We value suggestions.

#### **We put people first.**

We love books, but we love people more. Public service is what drives our organization. Everything we do, from purchasing materials to planning programs, is aimed at offering our patrons the ultimate customer experience. Our policies are intended to enhance, not restrict, your experience. You are the reason we're here in the first place.

#### **We act with integrity.**

You can count on us. Whatever you need, we are here to assist you. We understand that our help is only valuable if you trust us. We vow to always consult a credible source, never let our bias affect our answers and treat sensitive questions with tact.

#### **We value teamwork.**

We believe our staff is the secret to our success and we take hiring and training seriously. It's important to us to foster creativity, teamwork, respect and pride in our workplace. We want our

employees to be knowledgeable and feel empowered to do their best job possible. Our end goal is to create a positive atmosphere for both patrons and staff.

## **OUR GOALS**

### **Engage our patrons**

Our patrons count on the Hoover Public Library to entertain, enlighten, inform and ignite the community by offering a wide variety of relevant resources and original programs. They value innovation and are proud to have a library that redefines the role of the traditional library. They want to be “WOWED.” We are committed to offering new and exciting materials, services and programs.

### **Offer convenient services**

In a convenience-oriented society, our patrons need their library to be easy to use. They desire intuitive technology, longer hours, convenient branches and book drops, as well as policies that provide a frictionless customer experience. We are committed to offering the most convenient library services possible.

### **Provide gathering spaces**

Our patrons consider the Hoover Public Library their community center. Our patrons need spaces to meet, study, converse, gather, collaborate, work and unwind. They expect the library to be clean, inviting and comfortable and they’d really love more unique spaces throughout the library. We are committed to offering unique gathering spaces to our patrons.

### **Raise library awareness**

Our patrons need to know what’s happening at their library. Our library offers many programs and services that most people would never expect. Our patrons need us to develop a comprehensive marketing plan that will ensure our citizens are informed.

### **Provide extraordinary customer service**

Our patrons expect exceptional customer service from our employees, regardless of their rank in the organization. They want assistance from well-trained, well-informed staff members who are empowered to make decisions. They expect service to be friendly and accurate.

## **LIBRARY ORGANIZATION**

The City of Hoover, Alabama is a municipality headed by a Mayor and seven Council members. The Mayor and City Council, elected by the citizens of the City of Hoover and being empowered by the Code of Alabama 1975, title II. 90. 1-4, established a Library Board on December 20, 1982. The Board, consisting of five members appointed by the Hoover City Council, is responsible for the operation of the Library.

The Library is not an official department of the City. Through cooperative arrangements with the Library Board, the City may perform administrative and financial functions for the Library as deemed appropriate by the Library Board. The Library Board establishes policies relating to the operation of the Library and its employees.

Funds for the operation of the Library are approved annually by the Hoover City Council and appropriated to the Library Board. The Library Board is responsible for the expenditure of all funds received or appropriated for the Library.

The Library Director is retained by the Library Board and is an ex-officio member of the Board. The Director is responsible for administering the policies and procedures adopted by the Board for the operation of the Library.

## **GOVERNING STRUCTURE**

THE HOOVER PUBLIC LIBRARY IS GOVERNED BY THE LIBRARY BOARD OF THE CITY OF HOOVER, ALABAMA.

### BY-LAWS OF THE LIBRARY BOARD OF THE CITY OF HOOVER

#### Article I Name, Board Membership and Responsibilities

1. The name of this organization is the Library Board of the City of Hoover, Alabama. The Board shall have those duties and responsibilities authorized by the Code of Alabama, 1975 Section 11-90-1 to 11-90-4 and the City of Hoover, Resolution No. 315-82 and any future revisions.
2. The Board is comprised of five members appointed by the Mayor and City Council of Hoover, Alabama.
3. All Board members must be citizens of Hoover, Alabama.
4. The first members of this Board shall be named to staggered terms of one, two, three and four years. Thereafter, the term of office is four years. Vacancies are filled in the manner by which members are regularly named and are filled for the remainder of the unexpired term.
5. A member of the Board can be removed only by a majority vote of the appointing authority and only upon a showing of good cause.

6. Board members serve without compensation except that necessary traveling and subsistence expenses incurred may be paid from the public Library fund.
7. The Board may authorize the City of Hoover to act as its purchasing and disbursing agent in accordance with established policies of the City.

Article II Meetings

1. Regular meetings of the Board will be held the third Tuesday of each month at 5:00 p.m. at the Library. The Board will abide by all requirements of Alabama law regarding open meetings.
2. Special meetings may be called by the Chairman or by written request of three Board members. Only items on the announced agenda may be considered at a special meeting.
3. Three members of the Board shall constitute a quorum for the transaction of business.
4. Email notification of meeting cancellations or special called meetings will be given to anyone who asks to be placed on the list for notification with the Administrative office.

Article III Officers and Duties

1. The officers of the Board shall be a chairman, vice-chairman, and treasurer. The Board may name such other officers as it deems necessary.
2. Officers shall be elected annually at the March meeting and shall take office immediately.
3. The Chairman shall preside at all meetings, appoint committees and perform the duties of a presiding officer. The Chairman shall be an ex-officio member of all committees.
4. The Vice Chairman shall perform the duties of the chairman in his or her absence. In the absence of the Chairman and the Vice Chairman, the Treasurer shall preside.
5. The Treasurer shall serve as Chairman of the Finance Committee and be responsible for making an annual financial report to the Board.

Article IV Committees

1. The Library Board may function as a committee of the whole or may establish standing committees, which shall make regular reports to the Board.
2. Membership on a standing committee shall be for one year by appointment of the Chairman.

3. A standing Finance Committee shall be appointed by the Chairman to work with the Treasurer and the Director to prepare an annual budget, examine and approve all bills, hold and disburse any funds entrusted to them and assist in any other financial matter which may arise. Any checks drawn by the Director, Assistant Director or Fine Arts Coordinator must be counter signed by the Treasurer, another member of the Finance Committee or the Administrative Finance manager as authorized by the Treasurer with submission of appropriate supporting documents.
4. Special committees may be appointed by the Chairman for special purposes and shall serve only until completion of the assignment.

Article V Director of Library Services

1. The Board shall retain a qualified Library Director who shall administer policies adopted by the Board; employ, direct and supervise staff members; prepare required reports; recommend policies and procedures and promote effective Library service.
2. The Library Director shall be an ex-officio member of the Board, keep accurate records of all proceedings of the Board meetings, and maintain custody of the minutes.
3. The job description of the Director and all other Library job descriptions shall be maintained in the Administrative office.

Article VI Trustee Emeritus

1. Trustee Emeritus is an honorary status which may be conferred upon past Trustees in recognition of distinguished service and consistent, exceptional dedication to the mission of the Hoover Public Library.
2. The Trustees may, by majority vote at a regular meeting where a quorum exists, elect one or more former Trustees as Trustee Emeritus.
3. A Trustee Emeritus has no voting privileges and shall not be counted in determining whether a quorum is present, but may participate fully in all functions, activities and discussions of the Board, and may advise the Board on all matters.
4. To be considered for the Trustee Emeritus position, the Trustee must have served 20 years on the Board and demonstrated exemplary leadership and responsibility, or as deemed appropriate by the Board.
5. There shall be no more than 3 emeritus members at any given time.

Article VII Parliamentary Authority

Robert's Rules of Order Newly Revised shall govern the Board in all cases to which they are applicable and in which they are not inconsistent with these By-Laws.

Article VIII      Changes to By-Laws

Changes to these By-Laws or to any policy documents of the Board may be adopted by a majority vote of members of the Board at any meeting of the Board subsequent to notification of the proposed change.

Article IX        Order of Business

The order of business for each regular meeting of the Board shall include the following, not necessarily in the order listed:

Call to order

Reports

Minutes of the previous meeting for action

Correspondence and communications to the Board

Report of the Director

Financial report

Reports of officers and committees

Unfinished business

New business

Adjournment

Date of Adoption      \_\_\_\_\_

## SECTION II GENERAL INFORMATION

### **LIBRARY HOURS**

The Hoover Public Library exceeds the Alabama Public Library Services standards for operation. The library is open 70 hours per week, including evenings and weekends. Hours of operation are as follows:

Monday-Thursday	9 a.m. - 9 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	10 a.m. - 6 p.m.
Sunday	1 p.m.-5 p.m.

An on-site book depository, as well as remote book drops throughout the city, are provided for the return of book and non-book materials at all times.

Access to digital materials is available online 24 hours per day, 7 days per week with a library card in good standing.

### **PATRON ASSISTANCE**

The Hoover Public Library provides reference and reader's advisory assistance to its patrons. Service is available to people regardless of age, sex, religion, race or socio-economic status. The Library recognizes that all requests are valid, and strives to answer questions quickly, accurately and thoroughly. All requests are confidential.

In order to provide the highest quality service available, the Library prescribes to the following guidelines:

1. Patron assistance is available whenever the library is open.
2. Remote access to the Library's catalog and digital materials is provided at all times with a PLIC library card. Some databases are available only to Hoover residents. Patrons may access to our digital collection through our website, [hooverlibrary.org](http://hooverlibrary.org).
3. Patrons are served on a first come, first served basis.
4. All requests will be handled without making any judgment to their moral or aesthetic worth.
5. The Library also provides telephone and online reference service.

6. Patrons present in the Library will be given priority.
7. The Library does not provide a proofreading service. Library staff may not do mathematical computations, give appraisals, refer patrons to individual practitioners, provide legal interpretation, give financial advice or check homework.
8. Time restrictions may be placed on equipment as demand arises.
9. For reasons of liability, patrons with reference questions regarding medical, legal and investment topics are encouraged to visit the Library for this information. Brief answers may be given over the telephone or e-mail, with the librarians giving verbatim information from the source.

## **MEDIA**

The Library Director or their designee shall act as the official Library spokesperson for all media questions, including requests by newspapers, television, government officials, etc. No other employee shall take on the responsibilities of the spokesperson or make statements in reference to the Library or to any media representative without direct authorization of the Director or their designee. The media may not interview patrons inside the library without permission of the Library Director or their designee. The media may interview patrons outside the library building, but may not block library entrances.

The Library welcomes media coverage of its events and services. However, it is the responsibility of the media to obtain the permission of any library patron or staff member who would be prominently included in the composition or recording. Taking photographs or videotaping of a minor requires the permission of the minor's parent or guardian. The Library undertakes no responsibility for obtaining these releases.

## **PHOTOGRAPHY & VIDEOGRAPHY**

Casual amateur photography and videotaping is permitted in the public areas of the library without prior notification. However, persons taking photographs or videos shall not (1) compromise a patron or staff member's right to privacy (2) harass, intimidate or threaten a patron or staff member or (3) block library aisles, walkways, stairwells, doors or exits.

Commercial photography and videotaping in the library or on library grounds requires the written permission of the Library Director. Permission will only be given for uses that do not interfere

with patron usage of the library. Commercial photographers/videographers are prohibited from using imagery of Library employees or patrons. No identifying images of the Hoover Public Library may be used for the purpose of solicitation or political gain. The Hoover Public Library does not endorse the viewpoints of entities that may use the library for photography or filming. As with amateur photography, persons taking photographs or videos shall not (1) compromise a patron or staff member's right to privacy (2) harass, intimidate or threaten a patron or staff member or (3) block library aisles, walkways, stairwells, doors or exits.

The Library often takes pictures and shoots videos to use in library publicity materials and on our website. The Library reserves the right to document its services and the public's use of the library. Official representatives of the Library may take photographs, videotape, or use other recording devices within the library and at library-related events and activities. These photographs and video may be copied, displayed, published, posted and telecast for purposes such as promotion, publicity and news to inform the public about the library. If individuals do not wish the Library to use a picture or video of them or their child, they should tell a Library staff member prior to the event.

## **SOCIAL MEDIA TERMS OF USE**

The Hoover Public Library ("Library") provides quality library and information services to all people of the community. To help achieve this goal, the Library uses social media to engage with library users and publicize library programs, services and events.

The following conditions apply to use of the Library's various social media sites. Any posting on any Library social media site constitutes acceptance of these terms.

1. ***Users of all ages have the responsibility to protect their privacy*** and should not post personally identifying information, such school, age, phone number or address. The Library does not act in place of, or in the absence of, a parent or legal guardian.
2. ***The Library welcomes a person's right to express his/her opinion and encourages posters to keep comments related to posted content. However, the Hoover Public Library reserves the right to delete unacceptable submissions.*** The following are examples of unacceptable social networking content and comments. The list is not intended to be all-inclusive. Examples are:
  - Profane or obscene language or content
  - Content that promotes, fosters, or perpetrates discrimination based on race, color, religion, sex, national origin, sexual orientation, age, or any other characteristic protected by law
  - Solicitations of commerce

- Conduct of illegal activity
- Infringement of copyrights or trademarks
- Harassment of Library staff or other social media users including profanity, threatening physical harm, or engaging in behavior with the sole intent of annoying another person
- Libelous or slanderous statements
- Private or personal information of another person without appropriate consent or authority
- Comments, postings, and/or hyperlinks not related to the content posted by Library staff
- Confidential information
- Information that may tend to compromise the safety or security of the public or public systems.

3. This page is not managed on a 24/7 basis. ***Patrons needing immediate assistance*** should call the Library directly at 205-444-7800 during normal operating hours.

## **LIBRARY EMPLOYMENT**

The Hoover Public Library is an equal opportunity employer. Notices of vacant positions will be posted on the library's public bulletin board and the City of Hoover website. All applicants must apply online through the City of Hoover job posting site. Only selected applicants will be contacted for an interview.

## **VOLUNTEER OPPORTUNITIES**

Students entering eighth grade and up who wish to volunteer at the library may apply by filling out an application in the Teen Department. The Library accepts applications year round, although volunteer opportunities vary according to need, with summer being the most desired time for volunteers. Teen volunteers must be residents of Hoover or children of City of Hoover employees. Volunteers may be asked to attend a training session prior to volunteering. Teen volunteers may be asked to work in any library department.

Teen volunteers who wish to earn more than ten hours of service credit will be required to interview. Teen volunteers may not work more than 8 hours per week.

Adults wishing to volunteer on a regular basis can join the Friends of the Library to work in the Library Bookstore. Otherwise, the Library sometimes needs and recruits volunteers to help with large-scale events, mostly in the Children's Department.

The Library does not accept volunteers who are required to do court ordered community service.

The Library only sponsors internships of students that are currently enrolled in an ALA-accredited graduate program, earning a Master's degree in Library and Information Studies.

## **SECTION III CIRCULATION OF MATERIALS**

### **LIBRARY CARDS**

Any person may enter the Hoover Public Library and use its resources. In order to check out materials, a patron must have a valid library card. Library cards are available free of charge to all residents of the City of Hoover and Jefferson County, with photo identification and proof of residency in Jefferson County or the City of Hoover.

Library cards are also available to those persons who live in Alabama outside the jurisdictional limits, upon payment of an annual nonresident fee, the amount of which is determined by the Public Libraries in Jefferson County (PLJC.)

Employees of the City of Hoover and Hoover City Schools are provided a free membership card with employment verification.

Patrons who live outside of Alabama may apply for a three-month “visitor membership.” A visitor’s membership requires a cash deposit. The deposit is refunded upon return of all borrowed materials.

The Library issues a business card membership for businesses operating with a valid business license in the City of Hoover or Jefferson County. The card is issued for up to six employees of the business. The application form must include the business letterhead listing all interested staff names. The card is issued to the owner or manager of the business. The business must agree to be responsible for all materials checked out on the card.

Students of local colleges, universities or junior colleges may obtain a PLJC library card for a reduced rate. The student must present a current student identification card for application. Student library cards are valid for the current semester, and must be renewed each semester. Students must provide a school address and permanent address, if different from their school address.

### **CIRCULATION GUIDELINES**

The Hoover Public Library voluntarily observes the core policies of the Public Libraries in Jefferson County, as set forth in the PLJC system contractual agreement. As members of the cooperative system, each public library in Jefferson County maintains its autonomy. Member libraries of the

cooperative system work together to provide service to all citizens of Jefferson County. One of the most visible services is the operation of the automated library circulation system. Circulation includes check-in and checkout of book and non-book materials, issuance of library cards and a variety of related services and control measures that ensure the responsible management of library materials. Self-checkout machines are available to patrons for quick service.

The Hoover Public Library circulates materials in a variety of formats. Books, audio books, music, multimedia and nonfiction videos may be checked out for three weeks. Movies and games circulate for a period of seven days. Items returned after library closing on the date due are subject to overdue fines. Late fees are assessed in accordance with PLJC guidelines. Fines must be under \$5.00 to check out materials.

Library materials may be renewed in person, by phone or through the PLJC automated catalog two times only, if there are no reserves. After two renewals, materials may be returned for 24 hours before they can be checked out again by the same patron. For added convenience, materials will be automatically renewed if there are no holds on the item and the patron account is in good standing.

Most items may be returned to any PLJC member library, but eReaders, puppets and book kits and other designated items must be returned to the Hoover Public Library.

Lost and damaged materials must be replaced by the patron at cost. Other fees will be assessed for missing components. The Library does not accept patron purchased materials in place of lost or damaged items.

Credit card payments are accepted for overdue fines, lost or damaged materials from Hoover, and out of county fees. Checks are not accepted for amounts under \$5.00. Returned checks are subject to a returned check fee.

All patrons are responsible for the materials checked out on their card. Patrons who abuse the circulation guidelines will forfeit their right to check out materials.

## **CONFIDENTIALITY OF LIBRARY RECORDS**

The Hoover Public Library respects the library user's right to privacy with respect to information sought or received, and materials consulted, borrowed, acquired and transmitted.

The legal custodian of records for the Hoover Public Library is the Library Director. As the legal custodian of records, the Library Director may designate one or more employees to serve as persons responding to any request for Library records or information about a library user when the Library Director is absent or unavailable.

The circulation and registration records of the Hoover Public Library shall not be made available to any agency of state, federal or local government except when a court order in proper form, issued by a court of competent jurisdiction after showing of good cause, is presented to the Library by the law enforcement agency or person seeking the records.

No Library employee or volunteer may release Library records or reveal information about a library user to any third party or law enforcement agent unless authorized to do so by the Library Director or the Library Director's designated alternate.

This policy is supported by the following sections from the Code of Alabama:

41-8-10. Registration, etc., records of public libraries to be confidential; right of parents to respect records.

It is recognized that public library use by an individual should be of a confidential nature. Any other provision of general, special or local law, rule or regulation to the contrary notwithstanding, the registration and circulation records and information concerning the use of the public, public school, college and university libraries of this state shall be confidential. Registration and circulation records shall not be open for inspection by, or otherwise available to, any agency or individual except for the following entities: (a) the Library which manages the records; (b) the state education department for a library under its jurisdiction when necessary to assure the proper operations of such Library. Aggregate statistics shown from registration and circulation records, with all personal identification removed, may be released or used by a library for research and planning purposes. Provided however, any parent of a minor child shall have the right to inspect the registration and circulation records of any school or public library that pertain to his or her child. (Acts 1983, No. 83-565, p. 866, 2.)

36-12-40 Rights of citizens to inspect and copy public writings; exception for public library registration and circulation records.

Every citizen has a right to inspect and take a copy of any public writing of this state, except as otherwise expressly provided by statute. Provided however, registration and

circulation records and information concerning the use of public, public school or college and university libraries of this state shall be exempted from this section. Provided further, any parent of a minor child shall have the right to inspect the registration and circulation records of any school or public library that pertain to his or her child. (Code 1923, 2695, Code 1940, T. 41, 145; Acts 193, No. 83-565, p. 866, 3.)

## **SECTION IV LIBRARY MATERIALS & ACCESS**

### **SELECTION OF LIBRARY MATERIALS**

The Hoover Public Library provides popular reading, listening and viewing materials of current interest, answers reference questions on any topic and provides materials to assist people in their lifelong learning.

In its selection of materials, the Library subscribes to the principles adopted by the American Library Association in its Library Bill of Rights and endorses its stand that the freedom to read and view are essential to our democracy. It is the function and the duty of the public library to provide means, whenever possible, through which all persons may have free access to all sides of an issue.

The ultimate responsibility for monitoring the use of library materials for children rests with parents, legal guardians or caregivers. Selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate. The Library does not label selected materials in order to indicate approval or disapproval of item contents. The Library's Internet Acceptable Use and Safety Policy provides a framework for Internet use.

Materials are selected in a variety of formats, reflecting the diversified needs and preferences of the community. Widely diverse points of view, including controversial and unconventional subjects, will be available in the collection. Inclusion in the collection does not imply Library approval, endorsement or agreement with the contents. The Library Board and staff recognize that some materials are controversial and that any given item may offend some patrons. Selections will not be made on the merits of any anticipated approval or disapproval, but solely on the merits of the work.

Careful consideration is given to the introduction of new formats to the Library's collection. Budget considerations, community needs and the probable impact on existing resources are all reviewed before items are selected and introduced to collections in a new format. The selection of material in any new format may result in the Library's decision to discard specific items or material formats from its collections in order to responsibly accommodate trends in user demands and/or changes in technology.

The responsibility for selection lies with the professional staff of the Library operating within the areas of service to children, teens and adults. The general public and staff members may also recommend materials for consideration. The ultimate responsibility for selection rests with the Library Director who operates within the framework of policies determined by the Library Board of Trustees.

The Library strives to meet the following goals with its collection:

- To provide timely access to current, high interest library materials that satisfy library users recreational reading, viewing and listening needs.
- To provide library users timely and accurate answers to their informational questions.
- To prepare preschool aged children for success in school.
- To provide library materials to support people's lifelong learning and personal growth development.
- To help Hoover residents understand and appreciate the diversity of cultures in the city.
- To provide kindergarten through high school students informational resources to enhance and support their educational progress.

The Library uses the following criteria when selecting materials:

- Community interest and popularity
- Permanent or timely value
- Accuracy
- Authoritativeness
- Clear presentation and readability
- Social significance
- Historical value
- Presentation of all sides of controversial issues
- Balancing of special group interests with general demand
- Reputation and significance of author, illustrator, editor, artist, film/maker, performer, etc.
- Importance of subject matter to the collection
- Scarcity of material on the subject
- Reputation and standing of publisher
- Availability of material elsewhere in area
- Price and format
- Suitability of physical form for library use
- Professional and critical reviews in selection aides

- Prepublication reviews
- Patron and staff recommendations

Self-published works must meet one of the following criteria to be considered for addition to the Library's collection:

- Available to be purchased from an approved vendor
- Positive reviews in professional literary or trade journal sources or other industry respected sources (paid endorsements are not considered)
- Patron demand
- Appearance on the *The New York Times* or other reputable bestseller list
- Local significance (local author or local subject)
- Award-winning titles
- Popularity of styles, authors, characters and/or series in the existing collection
- Significant online buzz, including social media or crowd-sourced reviews (Paid endorsements and advertisements are not considered)

The Library does not accept self-published family histories, personal narratives, school projects, erotica or fan fiction. Authors who want to submit their self-published books for consideration must fill out the Self Published Materials Submission form.

The Library does not offer a review service for self-published works or unpublished manuscripts.

## **DESELECTION OF LIBRARY MATERIALS**

The collection is periodically examined for the purpose of replacing and discarding materials in order to maintain a balanced and timely inventory.

The Library adheres to the CREW (Continuous Review, Evaluation and Weeding) method of assessing a collection that has been developed by the American Library Association. The four steps involved in the evaluation are:

- Physical condition
- Frequency of circulation
- Currency and accuracy of information
- Number of copies within the library and the Public Libraries in Jefferson County

De-selected library materials are removed of property labels, stamps and barcodes and may be sold at the Friends of the Library Bookstore, donated to like institutions or discarded by being boxed and placed in the dumpster. Leased books are returned to the vendor.

Employees are not allowed to take materials for personal usage. Employees who wish to purchase discarded materials must do so through the Friends of the Library bookstore.

## **DONATIONS AND GIFTS**

The Library's collection has been greatly enriched by donated materials. All gifts are subject to the previously stated criteria for selection. The Library reserves the right to refuse any donation deemed inappropriate. Gifts may or may not be added to the Library's collection. If not chosen to be included in the Library's collection, items may be offered for sale by the Friends of the Library, donated to like institutions or discarded.

Monetary donations, including memorial and honor book requests, will be used to make appropriate purchases for the Library, respecting the stated wishes of the donor.

When gift materials are deemed no longer useful, the Library will discard them on the same basis that it discards other materials.

No estimate of value or itemized record of donated items will be furnished.

A Gift Form will be used when the Library staff accepts materials or donated funds.

## **COLLECTION CHALLENGES**

The Hoover Public Library fully subscribes to the American Library Association Code of Ethics, Bill of Rights, Freedom to Read and Freedom to View statements. The Library offers access to materials on a wide variety of topics, and to materials that express a wide variety of opinions. Each patron is responsible for selecting appropriate reading, viewing and listening materials. Likewise, the ultimate responsibility for selecting appropriate materials for a child rests with the parent.

However, since the Library is a tax-supported institution, patrons may request that the purchase of Library materials be reconsidered. Procedures are as follows:

1. Staff will present the patron with a comment card to document his or her complaint.
2. The appropriate Department Manager will contact the patron to provide an explanation of the Library's policy.

3. If a patron's concern is unresolved, the Department Manager will notify the Library Director.
4. The Library Director will contact the patron regarding the challenged material.
5. If the concern is not resolved, a Materials Reconsideration Form will be provided by the Library Director.
6. The patron may request to be put on the agenda to address this concern at a Library Board meeting by contacting Library Administration seven calendar days in advance of the meeting. If not, the Library Director will present the form.
7. The Library Board's decision is final.

## **CODE OF ETHICS**

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We recognize and respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

## **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 a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries that 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 groups requesting their use.

*Adopted June 18, 1948.*

*Amended February 2, 1961, June 27, 1967, and January 23, 1980, and reaffirmed June 22, 1996 by the ALA Council*

## **FREEDOM TO VIEW**

The Freedom to View, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest possible access to film, video, and other audio and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials that represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

*This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.*

## **FREEDOM TO READ**

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 the 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 taste 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 prejudgment of a label characterizing the book or author as subversive or dangerous.
6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

*This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.*

*Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000 by the ALA Council and the AAP Council and the AAP Freedom to Read Committee.*

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## **ARCHIVES**

The Nonfiction Department maintains archives to preserve for future use major materials related to the history of the Hoover Public Library. The collection is comprised of major news articles, Library publicity, Library calendars, photographs of Library events and other materials related to the growth and development of the Library. The collection is a reference resource and will be

available to patrons upon request and under the supervision of a library employee. Items must remain in the library.

## **SERVICE TO PHYSICALLY HANDICAPPED PATRONS**

The Hoover Public Library meets standards set by the American with Disabilities Act for accessibility by persons with physical disabilities. The Library also has a collection of large print books and audiobooks for the visually impaired.

Patrons unable to use standard print materials due to a visual or physical disability qualify for the services offered by the Alabama Regional Library for the Blind and Physically Handicapped, located in the Alabama Public Library Service (APLS) facility in Montgomery. The service provides special format reading materials, playback equipment and other library resources to qualifying users. Qualifying disabilities include blindness, low vision, arthritis, paralysis, cerebral palsy, multiple sclerosis, and chronic fatigue syndrome. Reading disabilities resulting from an organic dysfunction such as dyslexia also qualify. Free mailing privileges are provided by the United States Post Office. There is no charge for any part of this service. Interested persons should call APLS at 1-334-213-3900 or 1-800-723-8459 or by visiting the APLS website, <http://aplsowl.apls.state.al.us/aplsnew/>

For added convenience, the Library has a wheelchair, walker and motorized scooter available for patron use. However, employees of the Hoover Public Library are not allowed to assist patrons with these devices. All devices must be returned to the Circulation desk ten minutes before closing.

Hearing loops are available in The Library Theatre for the hearing impaired.

## **RESERVING & BORROWING LIBRARY MATERIALS**

The Library allows patrons to reserve library materials that are either currently checked out or available at another PLJC Library. Patrons or staff may place the reserves through the Library's automated system. Materials will either be sent from another local library or put on hold until the Library's copies are returned. Patrons will either receive an email or automated phone message when the materials arrive. Patrons will have four days to pick up the materials at the Circulation desk.

Some popular and fragile materials may not be loaned to other libraries.

Books not available in the PLJC system may be requested through interlibrary loan service. Such requests take 4-6 weeks for delivery. There is no charge for this service. Textbooks and newly published material (within the last 12 months) are not available for interlibrary loan.

## **DIGITAL COLLECTIONS**

Patrons may access the Hoover Public Library's digital collection 24/7. eBooks, downloadable audiobooks, music, movies and a variety of databases are available. These materials are automatically returned on their due date, so there are never late charges. Digital materials are subject to the same collection standards as print materials. As with all materials, parents and caregivers are ultimately responsible for content checked out by minors.

## **SECTION V LIBRARY PROGRAMS & SERVICES**

### **PROGRAMS**

The Hoover Public Library offers a wide variety of recreational, cultural and educational programs for both children and adult patrons. Programs vary in content and may not be suitable for all patrons. Please be advised that each person is responsible for selecting appropriate programs for themselves. Likewise, parents are responsible for judging the suitability of any program for their child. While we take care in selecting performers that appeal to a wide audience, the Library is unable to censor the language or viewpoint of a hired performer. The Library does not endorse or condone any personal viewpoints of its performers.

The Hoover Public Library seeks to offer diverse programs that are popular and interesting to its patrons. We welcome suggestions.

External groups or individuals who wish to provide programs at the library for the public are encouraged to reserve a meeting room for such purposes.

Programs are not limited to Hoover residents. Some programs will be restricted by age. Many programs are limited to a certain number of participants. Some of these programs may require registration or be offered on a first-come, first-served basis. Seating capacities will be enforced.

A current calendar of activities is available at the library and online.

### **OUTREACH & TOURS**

The Hoover Public Library offers limited outreach services to its community. The Library regularly visits schools, daycares, senior facilities and other organizations located within the city limits of Hoover. The Library does not provide outreach services to organizations outside of Hoover.

Tours of the library are also available to groups by reservation.

### **THE LIBRARY THEATRE**

The Library Theatre is a professional performing arts center. This intimate, 250-seat theatre is located on the lower level of the Hoover Public Library. Equipped with state-of-the-art lighting

and sound, the Library Theatre presents an annual Theater season that includes drama, musicals, dance, concerts and other performing arts. Tickets are available through the Library Theatre Box Office and may be purchased by phone, in person or online. Mail orders are not accepted.

Tickets are non-refundable, but may be exchanged 48 hours in advance for a different date or event. Tickets may also be donated back to the Library prior to the performance to receive a contribution letter for the value of the tickets donated.

All negotiations between the Hoover Public Library and performing artists, agents, representatives, managers or authors are confidential.

The Library Theatre is only available to be used for events sponsored by The Hoover Public Library or The City of Hoover. The Theater is not available for rental or use by any outside groups.

## **TEST PROCTORING**

The Hoover Public Library offers weekly monitored testing services to students in order to meet their educational needs and interests. All students must schedule their tests during the available test period and at least one week in advance. Students must bring their photo I.D. to the test and must relinquish the use of personal laptops, cell phones, etc. The Library cannot download software that is not compatible with the Library's network. Each student must supply their own postage, if necessary. In addition, all students who use the test proctoring service must acknowledge that they are responsible that all school guidelines are followed by signing a consent form.

## **VOTER REGISTRATION**

Patrons may register to vote at the library by filling out a NVRA1B form, which either will be mailed or hand-delivered by a librarian to the Board of Registrars. Patrons may also obtain a NVRA2 mail-in form. The last day to register for an election is the 11<sup>th</sup> day prior to an election.

## **NOTARY PUBLIC SERVICE**

The Hoover Public Library offers Notary Public service to patrons free of charge by appointment only. Library Notaries are prohibited from offering any kind of advice to the public about the format, wording or content of the document. A Library Notary simply witnesses the signing of the document and verifies the following: (1) that the signer of the document appeared before the Notary, (2) that the Notary positively identified the signer and (3) the signer acknowledged

the signature as his/hers and that the signature was made willingly. The Library's Notary may, as his/her sole discretion, decline to provide Notary Service.

## **SECTION VI LIBRARY MEETING ROOMS & SPACES**

### **ART GALLERIES**

The Hoover Public Library houses several art galleries: The Friends of the Library Art Gallery, The Southern Voices Art Gallery, the Plaza Gallery, the Farmer Gallery, The Children’s Gallery and The Teen Gallery. The Library also owns several permanent collections.

Artists who are interested in displaying their work at the library must submit a sample of their work to the Fine Arts Staff. All submissions are reviewed by the Library’s Art Committee. A limited number of candidates are accepted.

The Children’s Department Art Gallery and The Teen Gallery feature selections from Hoover students. The featured students are selected by the school art instructors.

Art left in the possession of the Hoover Public Library for more than one year may be sent to public auction or donated to the Friends of the Hoover Public Library to be sold as part of their fundraising efforts.

### **BULLETIN BOARDS**

The Library/Community Bulletin Board provides space for information and publicity about Library and community events. Information about Library events, official Library notices, and official City of Hoover notices take precedence over other information. The Library Director or another member of the management team will approve all material to be posted. The following guidelines are to be observed with regard to postings:

1. Materials for posting will be accepted from organizations for informative, civic, educational or cultural purposes.
2. Personal and commercial postings are prohibited. (Examples: Babysitting service, Houses for Rent, etc.)
3. No material is accepted contingent upon its posting or return.

4. Materials to be posted must be of a reasonable size and meet acceptable standards as determined by the Library. All materials accepted for posting are subject to space availability.

Material will be dated and displayed until the date of the event advertised. Announcements of a series of events, scheduled over several months, are accepted and posted dependent upon space. Activities having no specific date may be displayed for a reasonable length of time as determined by the Library. All material will be discarded at the end of the display period.

The display of any given material does not constitute an endorsement by the Hoover Public Library.

### **LIBRARY CAFÉ**

The Library Café is an independent business that operates within the library. The café establishes its own policies and prices and rents its space from the Hoover Public Library.

### **MEETING ROOMS**

The primary purpose of library meeting rooms is to serve the needs of Library-sponsored programs and services, which shall receive scheduling priority. Otherwise, meeting room facilities are available for use by the City of Hoover and other community groups engaged in educational, cultural, intellectual, civic or charitable activities that benefit our citizens.

In accordance with the Library Bill of Rights, the meeting room facilities are open to the public on an equitable basis, regardless of the beliefs or affiliations of individuals requesting their use. The Library does not advocate or endorse the viewpoints of meetings or meeting room users.

Use of meeting room facilities at the Hoover Public Library is subject to guidelines established by the Library Board of Trustees.

Guidelines:

1. Applicants for use of meeting room facilities must have a current Jefferson County library card. The applicant must serve as the group contact and attend all meetings for which they make reservations.

2. Meetings must be of an educational, cultural, intellectual, civic or charitable nature. Meeting room facilities are unavailable for social events, such as baby showers, birthday parties and weddings.
3. Meetings must be free and open to the public. Groups using the meeting room facilities may not charge an admission or class fee, sell items, promote items or services for sale, or request donations for attendance or participation. Groups may collect membership dues from members at meetings. Groups shall not limit or deny access to individuals because of origin, age, background, or viewpoint. In addition, groups/organizations using meeting room facilities may not discriminate on the basis of race, color, national origin, sex, religion, age, disabled status, or any other legally protected status in the provision of services and access.
4. The Library does not sponsor/support groups utilizing meeting room facilities, and publicity announcing meetings should in no way imply Library sponsorship. The name/address of the library is not to be used in advertising of any kind except as a source of location. The library may not be used as a mailing address and the library's phone number may not be used as a contact for program information.
5. Meeting room facilities are provided free to qualifying groups unless the group provides refreshments or catering. A non-refundable cleaning fee is required upon approval of the reservation. Should the group fail to pay the cleaning fee, or should the facilities be left in a disorderly or dirty condition, the group will not be permitted to meet until the account has been settled. Depending on the severity, future reservations may be declined. The Library does not provide use of tablecloths, dishes, eating utensils, paper goods, or coffee making supplies or appliances. All catering requests by meeting room applicants shall be directed to the library café vendor, who shall have the right of first refusal.
6. Meetings of group participants under 19 years of age must have an adult sponsor in attendance. Groups of participants 12 years and under must have at least one adult sponsor for every five participants. Groups of participants 13-17 must have an adult sponsor for every ten participants.
7. Signs, decorations, or other objects are not to be taped or attached to walls, doors, or equipment in any manner. Equipment provided in meeting rooms may be used only in the meeting rooms. No equipment or furniture is to be removed from the meeting rooms. Groups using the rooms are responsible for reimbursing the library for any damage to library furniture or equipment.

8. A maximum of 12 meetings per calendar year with no more than one meeting per month will be scheduled. Reservation requests must be submitted no later than three business days prior to the date/time requested. The Library reserves the right to withdraw a previously approved meeting room reservation, providing as much advance notice as possible.
  
9. The following hours are available for meeting room usage. Groups will not be able to enter rooms early or remain later than the designated time previously set by the group contact person.

Monday	9:30am – 8:30pm
Tuesday	9:30am – 8:30pm
Wednesday	9:30am – 8:30pm
Thursday	9:30am – 8:30pm
Friday	9:30am – 5:30pm
Saturday	10:30am – 5:30pm
Sunday	1:30pm – 5:30pm

## **SECTION VI LIBRARY TECHNOLOGY AND EQUIPMENT**

### **INTERNET SAFETY AND ACCEPTABLE USE**

The Hoover Public Library provides free and open access to ideas and information through the Internet. Though unregulated and sometimes providing access to information that is illegal, inaccurate and sometimes offensive, the Internet is an essential medium for obtaining and transferring information of all types.

The Library will identify on its web site specific Internet sites that have potential interest for library users. However, the Library cannot control a user's access to other Internet resources.

The host site for our Internet access is the Public Libraries in Jefferson County (PLJC.) PLJC is the countywide, non-profit organization dedicated to providing Internet access and many other services to 41 public libraries around Jefferson County. The Library filters public, staff, and wireless computers for child pornography, obscenity and material deemed "harmful to minors" by the Children's Internet Protection Act, but no filtering service is completely effective. Adult patrons have the legal right to ask staff to unblock filtered sites. If a staff member determines that a site violates Library policy, the patron will be asked to leave the site. Patrons under the age of 18 must have their parent/guardian's permission to bypass the filter. Parents/ Guardians must remain with the child while the filter is disabled. The Library does not endorse, support or condone the use of its equipment for materials that violate generally accepted community standards. All users of the Hoover Public Library assume responsibility for using computer workstations in an ethical and legal manner in accordance with Library policy and local, state and federal laws.

The Library is not responsible for a patron's Internet use. The user, or the parent/legal guardian of a minor, is responsible for his or her own session at all times.

The Library reserves the right to terminate an Internet session that disrupts Library services or that involves user behavior that violates Library policy.

As with all Library resources, the Library affirms the right and responsibility of parent/legal guardian, not Library staff, to determine and monitor their minor children's use of the Internet. The parent/legal guardian is responsible for their minor children's use of Library resources and facilities.

## Unacceptable Use

Among the uses that are considered unacceptable and which constitute a violation of this policy are the following:

1. Uses that violate the law or encourage others to violate the law. Transmitting of offensive or harassing messages, offering for sale or use any substance or use of which is prohibited by law, or transmitting or downloading child pornography. Other specific uses that violate Alabama State Law include:
  - Dissemination or public display of obscene matter is a misdemeanor in Alabama. Code of Alabama 13A-12-200.3.
  - Dissemination or public display of obscene matter containing visual reproduction of person less than 17 years of age involved in obscene acts is a Class B felony in Alabama. Code of Alabama 13A-12-191.
  - Violation of the above State ordinances 13A-12-200.3 and 13A-12-191 may subject you to loss of Library privileges or criminal prosecution.
  - Copies obtained from the Internet may be subject to copyright law. Violation of the law may subject you to an action for damages and/or an injunction.
  
2. Uses in the public viewing area of minors that are deemed obscene. The Supreme Court has established a three-pronged test to determine whether a work is obscene:
  - Whether the “average person, applying contemporary community standards would find that the work, taken as a whole, appeals to the prurient interest”
  - Whether the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable state law, and
  - Whether the work, taken as a whole, lacks serious literary, artistic, political or scientific value.
  
3. Uses in the public viewing area of minors that are deemed “harmful to minors.” CIPA defines “material that is harmful to minors” as any picture, image, graphic image file or other visual depiction that:
  - taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
  - depicts, describes, or represents in a patently offensive way with respect to what is suitable for minors;
  - an actual, simulated or perverted sexual act, sexual contact, actual or a lewd exhibition of the genitals;

- taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.
4. Uses that cause harm to others or damage to property. Engaging in defamation; uploading virus or other harmful forms of programming or vandalism; participating in "hacking" activities or any form of unauthorized access.
  5. Uses that jeopardize the security of the computer network or other networks on the Internet. Disclosing or sharing the user's library card password with others; impersonating another user; using one's own software programs on the Library's computers unless otherwise designated; altering the Library's computer settings; connecting equipment (i.e. laptops, PCs, wireless access points) to the wired network; damaging or modifying computer equipment or software.
  6. Uses that compromise the safety and security of minors when using e-mail and other forms of direct electronic communications. Minors may not disseminate private information about themselves or others. This includes giving out credit card and Social Security numbers and arranging without the permission of a parent/legal guardian any face-to-face meetings with others they have "met" on the computer network or Internet.

### Internet Safety

All users are advised that access to the electronic network may include the potential for access to materials inappropriate for children. Every user must take responsibility for his or her use of the computer network and Internet. A parent/legal guardian must take responsibility for their children's use of the computer network and Internet.

Minors using the computer network or Internet should not reveal personal information. They should never give out a home address or telephone number, real last name, or any other information to people who might try to locate them. Children should not arrange face-to-face meetings with people they have "met" on the Internet. Regardless of age, users should never agree to meet people they have communicated with on the Internet in a secluded place or private setting.

It is a violation of this policy to use the public Library computer network or the Internet to gain unauthorized access to other computers or computer systems, or to attempt to gain such unauthorized access. Any use which violates state or federal law relating to copyright, trade secrets, child pornography, or which violates any other applicable law or municipal ordinance, is

strictly prohibited. It is also a violation to use the Internet in a public viewing area of minors to access sites that are obscene or “harmful to minors,” as defined by CIPA.

Personally identifiable information concerning users should not be disclosed or used in any way on the Internet without the permission of a parent/legal guardian of a minor child. Users should never give out private or confidential information about themselves or others on the Internet.

While the Library endeavors to provide access to information of the highest quality, the Library specifically disclaims any warrant as to the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.

The Library will have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service. The Library, having installed filtering technology, will have no liability for damages related to the operation, failure, or user circumvention of the filter.

Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their home computers. The Library is not responsible for damage to removable drives or computers or for any loss of data, damage or liability that may occur from use of the Library's computers.

Failure to comply with this policy and its procedures may result in the forfeiture of the user's right to access Library computers or ultimately to the library for a specified amount of time. First offense will result in an official warning. Second offense will result in complete loss of computer privileges at the library for six months. Any further offenses result will result in an immediate one-year loss of computer privileges. Patrons may appeal penalties to the Library Board whose decision is final.

## **PUBLIC COMPUTERS: GUIDELINES FOR USE**

The Hoover Public Library offers computers to access the Internet, the Library catalog, online databases, educational games and Microsoft Office products. The Library recognizes that technology is vital to its patrons for educational, recreational and business purposes. The Library has established the following guidelines to ensure the equitable and fair use of its computers:

1. All patrons must abide by the Internet Acceptable Use and Safety Policy.
2. Information may be saved to removable drives or temporarily to the computer's Documents folder.
3. The Library is not responsible for damage to any personal storage device resulting from the information downloaded, computer malfunction or viral infection.
4. Information may be printed through the Library's print system. Patrons may pay for printed or copied documents using cash or credit cards.
5. The Library has time limits on public computers to ensure equitable use. Patrons must use their library card to access computers. Patrons who cannot obtain a library card may request a guest pass at any staff desk.
6. Staff will provide assistance to patrons as time and knowledge permits.
7. Patrons providing their own paper are still responsible for purchasing prints and copies through the print system. Patrons must ask for assistance when using their own paper.
8. Two PCs in the Technology Hub are set aside for patrons to load their own software. Patrons are responsible for the installation and use of all software; staff assistance is limited to the functioning of the PC. Patrons with a valid library card and a government-issued photo ID may also check out a laptop on which they can load their own software. These laptops are available in the Technology Hub and are for in-library use only.
9. Computers will be logged off if unattended for over 10 minutes.
10. The Library is not responsible for lost work.
11. Patrons may not alter any of the Library's computer equipment.

12. Patrons may not abuse Library computers and equipment.
13. Patrons can reserve the Online Interactive Services PC or the Digital Media Lab to use in the Training Center.

## **HOOVER HOT SPOT AND LAPTOPS: GUIDELINES FOR USE**

Free, filtered wireless Internet access is available at the Hoover Public Library. Patrons can use their personal laptops or other wireless devices to access the wireless network. Laptops are available for checkout to patrons with a valid PLJC library card and a government-issued photo ID. Library laptops are for in-library use only.

1. Wireless devices must be 802.11b or 802.11g compliant. Patrons must check with the manufacturer of their wireless device to determine compatibility.
2. The Hoover Hot Spot is a filtered network in compliance with the Children's Internet Protection Act (CIPA). This filter applies to Library owned as well as patron owned wireless devices.
3. By choosing this free service, patrons agree to abide by the Library's Internet Safety and Acceptable Use Policy. This policy states the limitations of the Library's Internet access and patron responsibilities for using that access.
4. The Hoover Hot Spot is not a secure network. Users should be aware that information sent to and from a wireless device may be captured and viewed by other users.
5. Use of the Hoover Hot Spot is at the patron's own risk. The Library assumes no responsibility for the safety of equipment or for laptop computer or other wireless device configurations, security or data files resulting from connection to the Library's wireless network.
6. Library staff will provide limited technical assistance, but cannot guarantee that users can make a successful connection to the wireless network.
7. The Library wireless network is accessible throughout the 85,000 square foot building. However, users may encounter "dead" spots where wireless reception is limited.

8. Patrons who check out a Library laptop must meet the following requirements:
  - a. Patron's account must be in good standing and current (i.e. no fines over \$5 and not expired).
  - b. Patrons must leave their valid driver's license or other government-issued photo ID with the Technology Hub Attendant for the duration of the laptop loan period.
  - c. Patrons under 16 who do not have a driver's license must have their parent's permission to checkout a laptop. Parent must provide a library card AND driver's license or other government-issued photo ID.
  - d. Patrons may not leave their laptops unattended. Patrons are responsible for replacement costs due to damage or loss.

## **MOBILE HOTSPOTS**

The Library provides mobile hot spots which Hoover residents over the age of 18 can check out for use outside the library. Some of these hot spots are funded through the federal Emergency Connectivity Fund (ECF). Any ECF funded equipment can only be provided to patrons who declare they do not have access to the equipment or services sufficient to access the internet.

## **TRAINING CENTER**

The primary purpose of the Training Center is to train the public on the use of computers, and such classes shall always have priority. Otherwise, priority for the use of the Training Center will be given to (1) Library staff, (2) City of Hoover employees and (3) Public Libraries in Jefferson County (PLJC) employees for the purposes of teaching classes. The training center is not available to be reserved by the public.

## **COPY MACHINES**

The Library provides copy machines to the public. The machines accept cash or credit card payments. Adherence to copyright law is the responsibility of the copy machine user. While the operation of the copy machines is the responsibility of the patron, the Library staff will provide instruction and assistance as needed.

## **PUBLIC PRINTERS**

Both color and black and white copies may be printed, for a charge, from computer workstations to the public printers located throughout the library. Patrons may pay for prints using cash or credit cards. Patrons may not load any paper medium that could be damaging to printers.

## **TELEPHONES**

Courtesy telephones are located throughout the library for patron use. Calls are limited to three minutes. The staff may permit patrons to use designated library telephones in emergency situations for brief calls upon request.

## **FAXING SERVICE**

The Library provides patrons with a free fax service. A staff member must operate the fax machine for all long distance faxes. Patrons may not receive faxes. Patrons cannot send international faxes. Patrons may not send unsolicited faxes or faxes of a threatening, illegal, copyrighted or inappropriate nature. The Library is not responsible for the loss or non-receipt of any fax. Receipt of fax status is available if requested prior to sending the fax.

## **DIGITAL MEDIA LAB**

The Library provides two computers in the Training Center on which patrons can use Adobe Creative Cloud and Skype software. In addition, the Digital Media lab includes equipment such as a camera, green and white screens, lighting, musical keyboard and scanners for patrons to create digital content. Reservations for the Digital Media Lab must be made with the staff in the Technology Hub.

## SECTION VIII GENERAL LIBRARY RULES

### GENERAL RULES

All people are welcome at the Hoover Public Library. Library patrons are expected to adhere to generally accepted rules of conduct. Problem behavior is any behavior exhibited by a patron that either consciously or unconsciously violates or restricts the rights of others or disrupts Library operations. Failure to adhere to the Library's policy may result in loss of library privileges or removal from the library. Any illegal act or conduct in violation of federal, state, or local law, ordinance or regulation is not permitted. The following guidelines for behavior/use should be observed, but should not be considered all-inclusive:

1. Disruptive behavior is prohibited. Any verbal abuse, sexual or general harassment, excessive noise (including loud personal or cellular conversation) or threatening gestures toward library patrons or staff is prohibited.
2. Children under age seven must be directly supervised by an adult (age 18 years and older) at all times. Children under 14 may not be left at the library without adult supervision. The authorities may be notified if children are left unattended.
3. The Library assumes no responsibility for the safety of any child who is left in the library. Likewise, the Library assumes no responsibility for the safety of a child if the child leaves the library.
4. Children may not be left in vehicles unattended. If a child is left in a vehicle unattended, the Hoover Police will be notified immediately.
5. Pets may not be left in vehicles unattended. If a pet is left in a vehicle for an extended amount of time, the Hoover Police and Animal control will be notified.
6. All organized groups of children must be accompanied by an adult supervisor (age 18 years and older) at all times.
7. Tobacco, illegal drugs and weapons are prohibited from use on Library property at any time. Alcohol is prohibited during normal operating hours.

8. The Library may serve alcohol at designated library events. All such events take place after hours, unless determined as a special event by the Library Board of Trustees. All alcohol is donated to the Library by the Friends of the Library or an outside vendor. All alcohol is served and monitored by a licensed bartender.
9. Smoking is prohibited within ten feet of the building.
10. Patrons are required to dress appropriately while in the library. Shirts and shoes are required.
11. Patrons must use Library materials, equipment and facilities properly.
12. All materials must be checked out before leaving the library.
13. Service animals are the only animals allowed in the library.
14. To ensure library safety and security, Library officials may inspect all bags, briefcases and similar items.
15. Solicitation is prohibited in the library and on library premises. The Library may allow non-profit organizations to set up a table outside the library for the purpose of fundraising and/or promotion of their organization on an extremely limited basis. Only one organization will be allowed at any given time and only once per calendar year in order to allow equitable access.
16. Patrons must comply with the Library's emergency evacuation/ disaster procedures.
17. Patrons must comply with the Library's parking rules. Patrons may not park in front of the library entrance or book return. Patrons may not park in a handicapped accessible parking space without a handicapped placard in the windshield or a license plate attached to the bumper.
18. Authorized entrances and exits must be used.
19. Library users will not interfere with or obstruct the free passage of other users or Library staff in or onto Library premises, including, but not limited to, placing objects such as bicycles, skateboards, furniture, easels, tripods, and/or leashed animals in public entry areas inside and/or outside of the library where they may impede movement (or block

entrance and egress in an emergency situation.) This includes any outside stairs or handicapped ramps, and any covered areas outside of the building. This restriction will only apply during the Library's hours of operation.

20. Patrons must adhere to the library guidelines for proper computer usage.

Library supervisors are authorized to evaluate problem situations and take appropriate action, by either asking patrons to discontinue the behavior, issuing an official warning or requiring patrons to leave the library. Employees may also notify the authorities.

Patrons who violate Library rules, pose a serious threat to the Library, participate in any illegal behavior or show continued disrespect to the staff or other patrons will be banned or trespassed from Library premises by the Hoover Police Department.

## **PATRON COMMENTS**

The Library welcomes feedback from its patrons and ask that patrons fill out a comment card when they have a compliment, complaint, idea or request. A Library Manager will consider the request and respond to the patron's comment when contact information is supplied.

If a Library patron feels that the Library is improperly or prejudicially applying or failing to apply the rules, regulations, and/or procedures of the Hoover Public Library, he/she may challenge the decision by filing a patron grievance. The purpose of this grievance procedure is to provide a standard process for timely investigation and resolution of complaints.

### **Grievance Procedure**

#### ***Step 1***

If a patron has a grievance about any matter concerning Library privileges, the patron must report it to a Library Manager within three (3) business days of the event. The Library Manager must respond within three (3) business days. No written record of the grievance action is required at this level.

#### ***Step 2***

Within three (3) business days of receipt of the Library Manger's decision or non-response, the patron may submit a written grievance to the Library Director. The Library Director shall respond within ten (10) business days.

### *Step 3*

Within ten (10) business days of receipt of the Library Director's decision or non-response, the patron shall have the right to appeal the grievance in writing to the Library Board of Trustees, with a copy bearing the same date to the Library Director. This appeal must contain:

- Specific complaint with dates of incidents and circumstances leading to grievance
- Specific remedy being sought
- Previous decisions relating to this grievance
- A notice of appeal of those decisions
- A request for a hearing before the Library Board

The Library Director shall inform the City Attorney of the grievance.

The patron shall be allowed a hearing before the Library Board of Trustees with legal counsel of choice, if desired.

The Library Board will make the final decision regarding the grievance and will present their decision to the Library Director within ten (10) business days after the hearing. The Library Director will send a copy of the Library Board's decision to the patron and to each of the Library Board members. A copy of the grievance, its supportive documentation and the final decision will be kept on file.

Because the full responsibility for the Library's operation rests with the Library Board, their decision is final and binding.

### **FIRST AID**

In the event of a serious health-crisis, staff will immediately call for emergency services. Employees who are trained in CPR or in using the automated external defibrillator (AED) are encouraged to assist, if appropriate.

Employees may provide patrons with ice, water and band-aids, but cannot provide any medication such as aspirin, EpiPens or Tylenol. Employees are allowed to provide drinks with sugar, if requested. Employees may apply gauze and pressure if a patron is bleeding, but no ointments. Employees may also assist with medications that the patron owns.

If a patron falls and cannot get up on their own, a Library employee will call for emergency services. Employees can lend a hand for patrons to steady themselves, but employees cannot move or lift patrons in any way.

## **LIBRARY SURVEILLANCE**

Selected areas of the library are equipped with video cameras for the protection and safety of customers, employees, assets, property, and to identify persons breaking the law or violating the Library's Code of Conduct. A sign is posted at the library entrance informing the public that security cameras are in use.

The purpose of this policy is to establish guidelines for the placement and use of digital video cameras and still photographs, as well as the access and retrieval of recorded digital video images and still photographs at the Hoover Public Library. Video monitoring and recording will be conducted in a manner consistent with all existing applicable laws and ordinances.

### **Security Camera Locations**

Reasonable efforts are made to safeguard the privacy of customers and employees. The video security cameras are positioned to record only those areas specified by the Library's Director/designee, and will complement other measures to maintain a safe and secure environment in compliance with Library policies. Camera locations shall not be changed or added without the permission of the Library Director.

Cameras may be installed in locations where the staff and customers would not have an expectation of privacy. Examples include common areas of the library such as entrances, near book and media collections, public seating, delivery areas and parking lots. Cameras will not be installed in areas where the staff and public have a reasonable expectation of privacy, such as restrooms; nor are they positioned to identify a person's reading, viewing or listening activities in the library.

### **Access to Digital Images**

Only the Library Director, or his/her designee, are authorized to access the recorded archival data in pursuit of criminal activity, litigation or violation of the Library Code of Conduct. Authorized individuals, with notice to the Library Director, may ask other staff to review recorded data to ascertain security concerns related to a specific incident.

City of Hoover law enforcement may have access to live, not archived, library surveillance footage to assist them in responding to emergency situations only.

Such persons shall not violate any laws relevant to this policy in performing their duties and functions related to the video security system.

Library employees are to review and comply with this policy.

Use/Disclosure of Video Records

- Video records and still photographs may be used by authorized individuals to identify those responsible for Library policy violations, criminal activity on Library property, or actions considered disruptive to normal Library operations.
- Video records may be shared with authorized Library employees when appropriate, upon approval by the Library Director, to identify those banned or trespassed from Library property and to maintain a safe, secure and policy-compliant environment.
- Under certain circumstances, individuals authorized under this policy may use a still photograph or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.
- Video records shall not be used or disclosed other than as specifically authorized by this policy.

Video records may contain personally identifiable information (patron information) about an individual who has used any Library service or borrowed any Library materials. Those individuals will be accorded the same level of confidentiality and protection provided to Library users by state law, Hoover Public Library policies, and the American Library Association policies on confidentiality and privacy.

All requests for security camera footage or still photographs by law enforcement will be referred to the Library Director. In his or her absence, direct requests to a Library Manager.

In the event of a search warrant, which is executable immediately, Library administration will comply with the search warrant and consult with legal counsel. Upon receipt of a subpoena or other court order, Library administration shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, Library administration shall insist any defect be remedied before releasing records which contain patron information.

### General Public Requesting Access to Security Camera Footage

Confidentiality and privacy issues prohibit the general public from viewing security camera footage. If the Library receives a request from the general public to inspect security camera footage which contains patron information, the general public will be advised to file a formal complaint with the police department.

### Retention of Digital Images

All images from the Library video security system are stored digitally on Library servers. Security camera footage is kept confidential and security recording equipment is housed in a locked area. Recordings are kept for no longer than 90 days in accordance with the Library's records retention schedule, unless required as part of an ongoing investigation or litigation.

### Unauthorized Access and/or Disclosure

A breach of this policy may result in disciplinary action up to and including dismissal. Any Library employee who becomes aware of any unauthorized disclosure of a video record and/or a potential privacy breach has a responsibility to immediately inform the Library Director of the breach.