



Huntsville Public Library
Policies & Procedures

Updated February 10, 2022

**Huntsville Public Library Policies & Procedures
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1. BASICS

1.01 Hours

Effective Date: 1-1-2008

Revision Date: 2-10-22

Purpose

The purpose of this policy is to ensure compliance with State mandated requirements for minimum hours of customer access to the Library, to

Policy

A. Relevant Policy

1. Huntsville Public Library will meet or exceed the State's current requirements for hours of access as described in the *Criteria for Membership in the Texas State Library System*.
2. The Library will meet or exceed the hours of access suggested in the *Texas Public Library Standards* "Comprehensive" column as long as quality customer service can be provided.
3. The Library will follow the policy set forth in *The City of Huntsville Employee Policies and Procedures* manual section III, Hours of Work as long as they meet or exceed the criteria set forth in *Criteria for Membership in the Texas State Library System*.

B. Hours of Access

Monday	10:00 a.m. - 7:00 p.m.
Tuesday	10:00 a.m. - 7:00 p.m.
Wednesday	10:00 a.m. - 7:00 p.m.
Thursday	10:00 a.m. - 7:00 p.m.
Friday	10:00 a.m. - 7:00 p.m.
Saturday	Noon - 4:00 p.m.

1.02 Library Closings

Effective Date: 1-1-2008

Revision Date: 2-10-22

Purpose

While the City of Huntsville website addresses the authorized holidays, it does not address special circumstances related to the Library, which remains open for business after 5:00 p.m. during the week as well as on Saturday. The purpose of this policy is to bring consistency to the Library's closures.

Policy

A. City Policy

1. The Library will follow the policy set forth by the City of Huntsville. Holidays include: New Year's Day, Martin Luther King Jr.'s Birthday, Good Friday, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas Day and an additional Christmas Holiday.
2. The Library will follow any administrative directives regarding city-wide or Library only closings. This might include, but is not be limited to, situations with inclement weather, biohazards, bomb threats, or national days of mourning.
3. The City Librarian or Library Services Specialist has the discretion to close the library under emergency conditions applying only to the Library with approval by the Department Director and City Manager.

B. Library Closings

1. In addition to regular City holidays, the Library will be closed:
 - Saturday following Good Friday
 - Saturday before Memorial Day
 - Saturday before Labor Day
 - Saturday of Fair on the Square
 - After 5:00 p.m. on the day before Thanksgiving
 - After 5:00 p.m. on Christmas Eve
 - After 5:00 p.m. on New Year's Eve

C. Public Notice

1. Notice of any holiday closings will be posted 30 days before the Library closes.
2. Notices will be posted prominently in the Library. The phone recording on extension 5472 will make note of the closing and public service announcements will be forwarded to local news outlets.

1.03 Posting Notices at the Library

Purpose

At this time, Huntsville Public Library has limited space to post notices, flyers, and other non-library materials. Because of that, limits must be set to allow for consistency and fairness in what can be posted at the library.

Policy

It is understood that the Library is a place people come to find local information and that having community postings is a positive service. However, due to limited space, the Library will restrict the display and distribution of community notices. Departments of the City of Huntsville and organizations providing free programming may leave their flyers or other promotional information at the circulation desk and it will be at the Library as space allows.

Event notices will be removed at the discretion of Library staff. No effort will be made to hold or to return these materials to the sponsoring organization.

2. CIRCULATION POLICY

Effective Date: 1-1-2008

Revision Date: 2-10-22

Purpose

The purpose of this policy is to provide consistent, unbiased service to all Library customers, to accommodate the needs of all customers whenever possible, and to provide guidance for Library staff.

Policy

A. Library Card

1. Library membership is free to all residents of Texas.
2. A library card may be issued to customers 18 and older who present a valid, government issued photo ID and current proof of permanent address. Current, in this instance, means a piece of mail dated within the last 30 days addressed to the applicant, an unexpired insurance card with the applicant's name printed thereon, or the applicant's unexpired voter registration card.
3. Customers without a permanent Texas address, including those who live out of the state and those staying at SAAFE House, the Good Shepherd Mission, or other local shelters, may be issued a PC Only library card. The PC Only card allows customers to use a computer for up to 2 hours per day.
4. A library card may be issued to children between the ages of 3 and 17 with their parent's or legal guardian's permission. Children must be present to have a library card issued in their name and the parent or legal guardian must present a valid, government issued photo ID as well as current proof of permanent address.
5. Emancipated minors may apply for a card without the permission of a parent or legal guardian by presenting proof of their emancipation as well as a valid, government issued photo ID and current proof of permanent address.
6. Customers must present either their library card or their valid, government issued photo ID to borrow materials; A valid, government issued photo ID may also be used to look up library account information necessary for a customer to use a library computer.
7. It is the customer's responsibility to notify the Library of any change of address, phone number, or email address as soon as the change is made. This enables the Library to notify the customer of any issues with their account, such as overdue items, etc.
8. Customers are responsible for all materials borrowed on their library card. If a card is lost, the customer must notify the Library immediately. Once notified, the account will be closed or suspended until a replacement card is obtained. The customer is responsible for all activity on the card until the library is notified.

9. In special circumstances, use of the library card by someone other than the cardholder is acceptable with the permission of the City Librarian or Library Services Specialist. Staff may verify permission by phone and note this permission in the customer's record. To revoke this authorization, the cardholder should contact the Library via email, phone, or in person.

B. Borrowing

1. Library materials are lent to borrowers as follows:
 - a. Books, audiobooks – 2 weeks
 - b. Videos and music CDs – 2 weeks
2. Reference materials – typically do not circulate; however, the City Librarian may make an exception if circumstances warrant.
3. The Library reserves the right to limit the number of items that may be borrowed.
 - a. DVDs are limited to ten (10) per household.
 - b. Audiobooks are limited to ten (10) per person.
 - c. Customers may borrow a total of 25 items.

C. Fines

1. Fines for overdue materials are assessed based on format:
 - a. Books, magazines, and music CDs - \$0.10/day
 - b. Audiobooks and Videos - \$1.00/day
 - c. Interlibrary Loans (ILLs) - \$1.00/day
2. The maximum fine per item is \$10.00, with the exception of ILLs.
3. Customers with a fine will not be allowed to borrow Library materials until the fine is cleared. If there is no hold on the item it may be renewed once to stop the fine and give the customer an opportunity to return the item without incurring additional fines. However, the fine must be paid if the customer wishes to check out any other items.
4. Customers living in the same household will be grouped together as a family unit for the purposes of fines and fees. A customer within a family unit may not check out items if another customer within the same family unit has fines on his or her account, even if the first customer's account is clear of fines.
5. The City Librarian, Library Services Specialist or their designee may forgive a fine under extenuating circumstances.

D. Fees

1. Fees are assessed as follows:
 - a. Replacement Library Cards - \$1/card
 - b. Copies/Printouts - \$0.15/per side per copy
 - c. Lost materials - \$10 processing fee plus the current cost of replacement or the price paid by the library, whichever is higher.
 - i. Fines on lost materials will be waived.

- ii. No refunds will be given for returned items for which payment has been received.
- iii. The library will not accept a replacement copy in lieu of the lost item.
- d. Damaged materials:
 - i. Security Patch \$1 each
 - ii. Book cover w/bar code \$1 each
 - iii. Barcodes \$1 each
 - iv. Spine label \$1 each
 - v. Lost case for DVD or Video \$5 each
 - vi. Damaged materials that cannot be repaired will be charged as lost items.
 - vii. Individual components and the packaging for kits and their components, which are lost or returned damaged, will be charged the current replacement cost of said component or packaging, if available to order individually.

E. Renewals

Customers may renew an item up to two (2) times if no one has the item on hold. Renewals may be made online through the Library's catalog or by phone, voicemail, email, text message, or at the Library. Patrons who receive an error message when renewing via text message must call the Library. Fines will be assessed on items that are renewed *after* their original due date.

F. Assumed Lost

1. Customers with items more than 60 days overdue will be billed the current replacement cost of the item or the price originally paid for the item by the Library, whichever is higher, plus a \$10 processing fee. If the item is later found by the customer and returned to the Library, the charges will not be reversed.
2. The Library will attempt to contact customers up to two (2) times regarding overdue items, but it is ultimately the customer's responsibility to take note of due dates and return items in a timely manner. Failure to receive notices from the Library is not grounds for dismissal of fees or fines.

G. Claims Returned

If a customer feels certain they have returned an item but Library records indicate it has not been returned, Library staff will:

1. Initiate an immediate search.
2. If the item is not found, it will be identified as Claims Returned and the customer has two week's grace period to search for the item. During the grace period, the Library staff will also search within the library several times.

3. At the end of two weeks, the matter will be reviewed by the City Librarian or Library Services Specialist and the customer will be contacted.

H. Copies/Printing

The Library and its customers are expected to comply with the U.S. copyright laws as outlined in Title 17 of the U.S. Code.

1. Customers are responsible for making their own copies or prints.
2. The fee for copies or prints is \$0.15/page. Double-sided copies are \$0.30 each.
3. Any problems with a copy that was caused by the customer will not be refunded.
4. Customers will not be charged for unusable copies caused by machine malfunctions.
5. Customers may use their own paper as long as it is 20# paper but the cost for prints or copies will not be discounted.

I. Telephone Use

While the telephone at the circulation desk is a business phone, customers may make a short call to arrange for transportation or to address library related issues.

J. Reserves

1. Customers may request that an item currently checked-out to someone else be placed on reserve for them and that they be notified when it is available.
2. Reserves may be requested online through the Library's catalog or by phone, voicemail, email, or at the Library.
3. Once the customer is notified that the item they requested is available, they have three days to pick it up. After three days, the original reserve will be removed and the item returned to the shelf or held for the next person who has reserved the item.
4. If the customer cannot be notified within three days due to incorrect or outdated contact information, the reserve will be removed and the item returned to the shelf or held for the next person who has reserved the item..
5. In extenuating circumstances, staff may decide to hold the item for more than three days.

3. COLLECTION DEVELOPMENT POLICY

Effective Date: 9/31/2006

Revision Date: 2-10-22

Purpose

The purpose of this policy is to provide guidelines for day-to-day acquisition and withdrawal decisions, resource allocation, and long range planning of collection needs in accordance with the Library's mission.

Policy

The Huntsville Public Library collection is the responsibility of the City Librarian who may delegate some responsibilities to other staff members who will adhere to this policy when making collection development decisions. Collection development decisions are to be made in a manner based upon principle rather than personal opinion; reason rather than prejudice; and judgment rather than censorship. Staff have a professional responsibility to be inclusive not exclusive in developing the collection.

A. Selection Criteria

1. Materials selected support:
 - a. Early literacy and other initiatives for young children
 - b. Support for students at all levels of formal education
 - c. Lifelong learning for adults
 - d. Recreational reading, listening and viewing for all ages
 - e. General reference
 - f. Artistic and creative endeavors
 - g. Career development
 - h. Improving occupational performance
 - i. Local history and genealogy
2. The Library's goal is to provide an information/reference center rather than to establish a scholarly research center.
3. No attempt is made to collect the complete works of any author/performer or creator.
4. Requests and recommendations from customers are a significant part of the selection process because they indicate public interest, community relevance, and timeliness of topic. Multiple copies of popular works (e.g. bestsellers, local titles, award winners) may be obtained in order to fulfill requests within a reasonable time period. If the materials requested do not meet the selection criteria established in this policy, they will not be purchased.
5. The Library staff relies upon a number of sources for assistance in selecting materials. Catalogs and flyers may alert the staff to new titles; however, additions to the collection will be based on at least one of the following:
 - a. Positive professional reviews
 - b. Positive customer reviews (3½ out of 5 stars; and at least 4 different reviewers),

- c. Recommendation of professional journals,
 - d. Bibliographies from reputable sources,
 - e. Author's reputation,
 - f. Publisher's reputation,
 - g. Recommendations of other professionals
 - h. Personal knowledge and expertise.
6. The Library will attempt to select the best format(s) for each information product based on formats available, storage space available, and prevalence of equipment to use the format.
 7. Regardless of an item's popularity, the Library may choose not to select it based on a number of criteria which includes:
 - a. Format is not durable enough to withstand reasonable library use
 - b. Item would require excessive staff time to maintain
 - c. Price is high, in relation to total budget
 - d. Lack of shelf space
 8. As stated in the American Library Association's Library Bill of Rights:

“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.”

“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.”

Individual items, which in and of themselves may be controversial or offensive to some customers, may be selected if their inclusion will contribute to the range of viewpoints in the collection as a whole and to the effectiveness of the Library to serve the citizens of Huntsville. Censorship is a purely individual matter. While anyone is free to reject for himself/herself items in the collection which he/she does not approve, the individual cannot exercise this right of censorship to restrict the freedom of others to read, view, or hear. Parents have the responsibility to guide and direct the reading, viewing, and listening of their own minor children. The Library does not stand in *loco parentis* (in place of a parent or charged with a parent's right, duties, and responsibilities.)

B. Children's Collection

Selection and deselection of materials for the juvenile collection is based on the same criteria used for adult materials. While the collection may include items a parent or guardian may consider inappropriate for their child, Huntsville Public Library believes that it is the parent's or guardian's duty to monitor their child's selection and use of library materials and not the responsibility of the Library.

C. Gifts/Memorials/Honorariums

The Huntsville Public Library welcomes gifts of new and used books and other resource materials. The Library can only accept ten (10) donated materials at a time unless a prior appointment is made with the City Librarian or Library Services Specialist. The content of all materials must be examined before they may be placed in the collection. For this reason, many of these items are placed on the sales shelves. The following types of donated materials will not be added to the collection: 1) publications excluded by the collection development policy; 2) out-of-date materials not of historical value; 3) excessive duplicates of items already in the collection; and 4) material in poor physical condition. Once donated, items become the property of Huntsville Public Library and materials that are not added to the collection may be disposed of in accordance with City and State guidelines. Donated items will not be returned to the donor and the Library will not accept any item that is not an out-right gift. Donated items will be withdrawn from the collection based on the same criteria as purchased materials.

Monetary gifts, bequests, and memorial or honorary contributions are accepted and appreciated. Donated funds designated for the collection will be used to purchase materials in accordance with the Library's selection policy. Materials purchased with gift funds and memorial contributions will be identified with special donor plates whenever possible. Notification of memorial and honorary gifts will be sent to the family of the person being memorialized or to the person being honored when contact information is provided by the donor. Suggestions for subject or author purchases with gift funds are welcome and will be followed to the extent possible.

Acceptance of donations of equipment, real estate, stock, artifacts, works of art, collections, etc., will be determined by the City Librarian in consultation with the Library Board and city administrative staff based on their suitability to the purpose and needs of the Library, laws and regulations that govern the ownership of the gift, and the Library's ability to cover insurance and maintenance costs associated with the donation. Exceptions to this gift policy must be approved by the City Librarian.

The Library will provide a donation receipt form 1) when the item is designated by the donor to be a memorial or honorarium 2) when the donation is a monetary gift 3) upon request. The donation receipt form may be used for tax purposes. If the donor wishes to claim a tax benefit for the gift, it is recommended that the donor make a list of items donated. The Library is unable to set fair market or appraisal values. It is the responsibility of the donor to establish a fair market value or seek professional assistance to determine the value of the gift. Donation receipt forms must be requested at the time the donation is made.

D. Deselection of Materials

In order to maintain a vital, current collection which meets the needs of our community, evaluation and examination of materials is an ongoing process. Deselection of materials is based on the accepted professional practice outlined in The CREW Method: Evaluating and Weeding Collections in Small and Medium-sized Public Libraries and the professional judgment of the City Librarian or designated staff. Materials no longer suitable for Library use will be withdrawn from the collection. This may include materials that are:

1. Obsolete or outdated
2. Worn beyond use
3. Damaged
4. No longer circulating or used for reference purposes; or
5. Multiple copies of a formerly popular title.

Materials which are removed from the collection will be discarded according to Federal, State and City guidelines. Items removed because they are not circulating, are duplicates or because they are no longer of use in the collection will be sold at auction or donated to another government entity. Items removed because they are damaged or worn beyond use, out of date, aged, no longer relevant, or factually inaccurate will be discarded.

E. Challenged Items

Huntsville Public Library recognizes the right of individuals to question materials in its collection. Whenever a customer questions the presence or absence of any title, the query will be referred to the City Librarian or Library Services Specialist. If after discussion the customer is not satisfied with the outcome, he/she will be given a "Request for Reconsideration of Library Materials" to complete and return to the Librarian. The Librarian and select staff will review the item in question and determine if the item meets selection criteria outlined in this policy. Within a reasonable amount of time, the Librarian will respond to the customer's request in writing outlining the reasons for the decision. If the customer is dissatisfied with the decision, they may appeal the decision to the Library Board at the next

regularly scheduled meeting. The Board, after hearing from the customer, any other interested parties, and the City Librarian, will decide whether Library Policies have been followed and whether to add or withdraw the material in question.

Procedure

A. Selection

1. The selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate.
2. We do not typically purchase abridged or condensed works – print, audiobooks, etc.
3. Positive professional reviews are given precedence over customer reviews with non-fiction books.
4. Customer reviews are given precedence over professional reviews for fiction books.
4. Preference is given to hardback print materials over paperback, audiobooks on CD over cassette and DVD over VHS tapes when available and practical.
5. Breadth is given preference over depth. In general, Huntsville Public Library will purchase single copies of a wide range of titles rather than multiple copies of the same title. Multiple copies may be warranted by public demand or when the title is of local interest and may go out of print.

B. Cataloging

Labeling and/or special shelving of materials may be used for some collections but will not be used for the purpose of restricting access or prejudging content.

4. COMPUTER / INTERNET POLICY

Effective Date: 09/14/2011

Revision Date: 2-10-22

Policy

The mission of the Huntsville Public Library is to provide access to a wide variety of materials in the most appropriate format to meet the educational, informational and recreational needs of the residents of the City of Huntsville. Computers and the electronic resources provided by the Library, either on CD or the Internet, are an extension of the Library's commitment to meet these needs. Like the rest of the collection, there are guidelines for the purchase of electronic resources and these guidelines are presented in the Collection Development Policy. This policy explains the acceptable use of the equipment, Internet filtering, and actions to be taken if the policy is ignored.

The Internet is a valuable addition to the Library's reference collection. However, not all the information found on the Internet meets the Library's selection criteria. To deal with this issue and to follow the guidelines prescribed by the Children's Internet Protection Act (CIPA ~ Public Law 106-554), Huntsville Public Library does filter Internet access for both minors and adults. Given the limitations of Internet filtering software, the Library has chosen to err on the side of more restrictive than less. However, customers questioning the inclusion or exclusion of a web site by the filtering software may speak with the City Librarian. If an agreement cannot be reached by the two, the customer may elect to complete a request for "Reconsideration of Internet Site."

4.01 Computer Use

Huntsville Public Library provides computers for customer use. These computers include Microsoft products such as Word, Excel and PowerPoint and high-speed Internet access. They also provide access to materials purchased in a CD or web-based format. This includes genealogical research materials, foreign language tutorials, and computer training.

1. Library customers may access the computers using the barcode on their library card with their PIN as the password.
2. A library card is required to access the computers. Exceptions may be made for visitors who do not live in Walker County and do not have a Texas ID. These visitors may be issued a guest pass, which allows access to library computers for up to one hour.
3. One person per computer is allowed. If circumstances warrant, two people may be allowed to share one computer. If minors, both users must have Internet permission.
4. Customers must use the equipment with respect; no banging on keyboards, poking the monitor, marking on the computer, etc.
5. No food or drink is allowed at the computers.

6. Customers must respect other Library users; loud talking, loud cell phone use, unattended children, and other forms of distraction are prohibited.
7. Children are not allowed in the Adult Computer Lab as this area is reserved for people 18 years of age and older.
8. Users are limited to 1 two hour session with extensions granted based on computer availability. Library computers may not be used for illegal purposes, which include but are not limited to:
 - a. Viewing nude or pornographic images.*
 - b. Attempting to alter or damage computer equipment, software configurations, or files.
 - c. Attempting unauthorized entry into the City of Huntsville computer network or external networks
 - d. Engaging in activity which is deliberately and maliciously offensive, libelous, slanderous, or harassing to others.
 - e. Transmission of child pornography or obscene material.*
 - f. Intentional propagation of computer viruses.
 - g. Solicitation of sex to either minors or adults.
 - h. Arranging face-to-face meeting with someone one has “met” on the computer network or Internet without a parent’s permission.
 - i. Violation of copyright or communication laws.** (See Title 17, U.S. Code)
9. Customers may print from the public computers for 15 cents per page.
10. Customers may bring their own personal thumb drives for use on the public computers.
11. Customers may not install any programs on the public computers.
12. A customer may be banned from the computers and the Library for violation of these rules.
13. The Library acknowledges that the Internet is a global entity with a wide array of content. Library patrons who access Internet materials at the Library assume responsibility and risk. The Library cannot protect users from materials they may find offensive, incorrect, or that contradicts their beliefs. As with printed materials, not all Internet sources provide accurate information.

4.02 Laptop Use

Purpose

The purpose of this policy is to assist staff with providing consistent, unbiased service to all Library customers who wish to use the in-house laptops. It also outlines acceptable use of the in-house laptops, Internet filtering, and actions to be taken if the policy is ignored.

Policy

In-house laptops are equipped with Internet Explorer, Microsoft Word, Excel, PowerPoint, Access, and Publisher. They are also equipped with filtering software. Laptops do not check out with a power cord or a mouse.

1. A Library customer may check out a laptop if he/she meets the following conditions:
 - a. The customer has a current library card. This includes a PC-ONLY card.
 - b. Customers with fines may check out laptops as long as the fines are not associated with laptop usage.
 - c. The customer is an adult (age 18 or older).
 - d. The customer agrees to hand over his/her valid government issued ID while using the laptop. No other form of identification will be accepted. No other item may be given in lieu of ID.
2. All laptops are for *in house use only*. They may not leave the library under any circumstances. The laptops are equipped with software which allows staff to determine their location in the event of theft. Laptops may not be taken into restrooms, the Community Room, or the Café.
3. The customer who checks out the laptop is responsible for it for the entire duration of the check-out period. By checking out the laptop, the customer agrees to not leave the laptop unattended. The customer also agrees that if the laptop is stolen, lost, or damaged while checked out to the customer, the customer is responsible for the cost of its replacement.

Acceptable Use of Computers & Internet

All guidelines outlined in Section 4.01: Computer/Internet Policy are applicable to the in-house laptops. Any customer found violating this policy will permanently forfeit his or her access to Library computers (including laptops, desktops, and tablets).

4.03 iPad Use

Purpose

The purpose of this policy is to assist staff with providing consistent, unbiased service to all Library customers who wish to use the in-house iPads. It also outlines acceptable use of the in-house laptops, Internet filtering, and actions to be taken if the policy is ignored.

Policy

All customers who wish to check out an iPad must review and sign an information sheet. This will only be done prior to the first checkout and will be kept on file for

subsequent checkouts. For minors, the parent must review and sign the form. In-house iPads do not check out with a power cord.

1. A Library customer may check out an iPad if he/she meets the following conditions:
 - a. The customer has a current library card free of fines. Customers with PC Only cards may not use the iPads.
 - b. The customer is 13 years of age or older.
 - c. The customer agrees to hand over his/her official government-issued photo ID while using the iPad. For minors without an official government-issued photo ID, they may hand over their student ID. For minors without a student ID, library staff will create an iPad-only ID with the parent or legal guardian's permission and presence. No other form of identification will be accepted. No other item may be given in lieu of ID.
2. All iPads are for *in house use only*. They may not leave the library under any circumstances. The iPads are equipped with software which allows staff to determine their location in the event of theft. iPads may not be taken into restrooms, the Community Room, or the Café.
3. The customer who checks out the iPad is responsible for it for the entire duration of the check-out period. By checking out the iPad, the customer agrees to not leave the iPad unattended. The customer also agrees that if the iPad is stolen or lost while checked out to the customer, the customer is responsible for the cost of its replacement. For minors, it is the parent or legal guardian's responsibility.

4.04 Internet Use

A. *Internet Disclaimer*

The Internet is an unregulated medium. Some Internet sites may contain inaccurate information. It is the customer's responsibility to determine the accuracy of the information found there.

B. *Filtering*

The following are filtered:

- a. Chat rooms,
- b. Games with graphic violence,
- c. Music videos,
- d. Nudity or pornographic sites* (See Texas Penal Code §43,22)
- e. Other sites deemed to be inappropriate for public display.

C. *Children and the Internet*

Children under the age of 18 must have the permission of a parent or legal guardian to access the Internet. If a visitor is requesting a pass to access the Internet and looks under 35, he or she must present a valid, government issued photo ID to prove he or she is not a minor. The filter does not block certain social media websites. It is the

responsibility of the parent or legal guardian to monitor their child's Internet usage, which includes ensuring their children do not disclose personal information online that may affect the child's safety. Huntsville Public Library staff has neither the right nor the responsibility to act *in loco parentis* (in place of parents.)

D. Challenges to a Web Site

Customers questioning the inclusion or exclusion of a web site by the filtering software may speak with the City Librarian. If an agreement cannot be reached by the two, the customer may elect to complete and return to the Librarian a "Request for Reconsideration of Internet Site." The Librarian and select staff will review the site in question and determine if the site is appropriate for Library use. Within a reasonable amount of time the Librarian will respond to the customer's request in writing outlining the reasons for the decision. If the customer is dissatisfied with the decision, they may appeal the decision to the Library Board at the next regularly scheduled meeting. The Board, after hearing from the customer, any other interested parties, and the City Librarian, will decide whether access to the site should be changed.

E. Response to Violations

The customer's access to the Library's computer network and Internet is a privilege, not a right. Failure to comply with the policy and rules stated will result in the forfeiture of the user's access to Library computers.

F. Applicable Law

j. *Texas Penal Code §43.22 Obscene Display or Distribution

- i. A person commits an offense if he intentionally or knowingly displays or distributes an obscene photography, drawing, or similar visual representation or other obscene material and is reckless about whether a person is present who will be offended or alarmed by the display or distribution.
- ii. An offense under this section is a Class C misdemeanor.

Acts 1973, 63rd Leg., p. 883, ch. 399, §1, eff. Jan. 1, 1974.
Amended by Acts 1993, 73rd Leg., ch. 900, §1.01, eff. Sept. 1, 1994.

k. *Texas Penal Code §43.24. Sale, Distribution, or Display of Harmful Material to Minor.

- i. For purposes of this section:

- a. "Minor" means an individual younger than 18 years.
- b. "Harmful material" means material whose dominant theme taken as a whole:
 - (A) appeals to the prurient interest of a minor, in sex, nudity, or excretion;
 - (B) is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable for minors; and
 - (C) is utterly without redeeming social value for minors.
- (b) A person commits an offense if, knowing that the material is harmful:
 - (1) and knowing the person is a minor, he sells, distributes, exhibits, or possesses for sale, distribution, or exhibition to a minor harmful material;
 - (2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display; or
 - (3) he hires, employs, or uses a minor to do or accomplish or assist in doing or accomplishing any of the acts prohibited in Subsection (b)(1) or (b)(2).
- (c) It is a defense to prosecution under this section that:
 - (1) the sale, distribution, or exhibition was by a person having scientific, educational, governmental, or other similar justification; or
 - (2) the sale, distribution, or exhibition was to a minor who was accompanied by a consenting parent, guardian, or spouse.
- (d) An offense under this section is a Class A misdemeanor unless it is committed under Subsection (b)(3) in which event it is a felony of the third degree.

Acts 1973, 63rd Leg., p. 883, ch. 399, §1, 3ff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, §1.01, eff. Sept. 1, 1994.

3. **Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principals of "fair use." Any responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility for such use.

5. CUSTOMER BEHAVIOR

The Huntsville Public Library is a public facility that offers services to all, and all customers should feel especially welcome. The library has the responsibility to provide an environment that is safe and comfortable for every customer who is appropriately using its services and facilities. The purpose of this policy is to ensure those using the library and its resources have a safe, comfortable environment that supports appropriate library services.

1. *General Customer Behavior*

- A. Customers demonstrating disruptive behavior will be given one warning and will then be required to leave the library if the behavior does not improve.
- B. Disruptive behavior includes, but is not limited to
 - Noisy, boisterous actions
 - Inappropriate actions, including eating outside of the café, drinking from a non-leak-proof container, drinking from any container in the computer lab or at a library computer, sleeping, possessing or being under the influence of alcohol or illegal substances, smoking (use of tobacco/vaping), running, or talking loudly
 - Misuse or destruction of Library property
 - Uncooperative behavior or actions that deliberately annoy others or prevent the legitimate use of the Library and its resources
 - Not wearing shoes or a shirt on Library property.
 - Abusive language and/or behavior toward the staff or other customers.
 - Soliciting, petitioning, or distributing flyers/literature without prior Library approval.
 - Staring, stalking, harassment, or other behaviors that can be reasonably expected to disturb others.
 - Taking library materials into the public restroom.
 - Offensive bodily hygiene that constitutes a nuisance or impediment to others' use of the Library.
 - Intentional removal of Library materials without completing the checkout process. If the security RFID towers issue an alarm or if staff have reasonable suspicion that a person is attempting to exit the Library with Library materials that have not been checked out, the patron may be asked to open any container, bag, or other item of sufficient size to conceal Library materials. Theft of Library materials may result in a permanent ban from Library facilities and events.

Threatening and/or illegal behavior will not be tolerated. If threatening behavior is exhibited by anyone in the library, the Huntsville Police

Department will be called immediately. Customers who exhibit threatening behavior requiring police intervention will be issued a restraining order after the second instance and barred from the library and its premises for one year. Customers demonstrating illegal behavior will be issued a restraining order after the first instance and barred from the library for one year.

Personal appliances, such as laptops and tablets, may be used if the noise level is low and use does not interfere with others. Customers using laptops must mute the sound or use headphones. Cell phones must be turned off or switched to a non-audible signal. Customers may speak on cell phones in the library provided they do so in a low, non-disruptive voice. Cell phones may not be used at the front desk.

Pets are not allowed in the library. While the library may present educational programs that feature animals, members of the public may only enter the library with an animal if it is a service animal that requires accommodation under the Americans with Disabilities Act (ADA). Under the ADA, a service animal is a dog that has been formally/individually trained to do work or perform a task for an individual with a disability. Service dogs in training are allowed in the library but the trainer and dog may be asked to leave if the dog exhibits unsafe, unfriendly, or unhygienic behavior.

If it's not obvious that a dog brought into the library is a service animal, staff members will be required to ascertain if the dog is a service animal. At no time will staff member's inquire about the nature of a person's disability

Service animals must be under the immediate control of their handlers at all times. Service animals which are not housebroken, bark excessively, are uncontrolled, or are otherwise disruptive will be required to leave the premises. Animals may never be left unattended on library grounds. Service animals are not allowed on library furniture or fixtures, or in library baskets or carts, and must remain on the floor or be carried (as appropriate) by their handlers at all times. Misrepresenting a dog as a service animal may result in suspension of library privileges.

2. *Children Behavior*

Children and young people are expected to behave in a manner appropriate to a public library setting. Inappropriate behavior includes running, yelling, and all forms of roughhousing. Parents, guardians, or assigned chaperones are responsible for the behavior of their children while in the library.

Children age 8 and under must be accompanied by an adult age 18 or older at all times and in all areas of the library. To accommodate adults with children, computers are available for adults to use in the Children's Room.

Children ages 9-12 may be in the Children's Department unattended but an adult age 18 or older must be in the library at all times. Children with disruptive behavior will have to stay with their adult at all times and in all areas of the library.

Children under the age of 13 without an adult in the library will be given the opportunity to call a parent or guardian in order to provide for the safety and security of the child. If a guardian cannot be reached, Huntsville Police will be notified. Library staff members do not act in place of the parent.

Children who have not been picked up at closing time will be given the opportunity to call a parent or guardian. In order to provide for the safety and security of the child, children who have not been picked up after closing will be left in the care of Huntsville Police. Under no circumstances will staff transport children in a vehicle or accompany them home.

In accordance with Child Protective Services (CPS) guidelines, adult patrons may not leave children alone in a motor vehicle. Per Texas Penal Code, Title 5, Chapter 22, Section 10, Leaving a child in a vehicle:

- (a) A person commits an offense if he intentionally or knowingly leaves a child in a motor vehicle for longer than five minutes, knowing that the child is:
 - (i) younger than seven years of age; and
 - (ii) not attended by an individual in the vehicle who is 14 years of age older.
- (b) An offense under this section is a Class C misdemeanor.

Library staff are not responsible for directly monitoring the presence of unattended children in motor vehicles parked in the Library parking lot. In the event that a staff member is made aware of such a situation, staff will immediately call the Huntsville Police Department.

3. *Program Behavior*

Customers attending both library and non-library programs at the library must adhere to the policies outlined in this chapter concerning

customer behavior and the supervision of children. Children under 8 years old may not be left unattended during a program at any time in any part of the library. Children or adults who exhibit disruptive behavior during programs will be required to leave the library immediately. While some programs are open to all ages, others are appropriate for specific ages. Audience size and age limits are set based on a variety of factors including, but not limited to, content, performer policies, safety, room capacity, and maturity level. Library programs may require pre-registration. For high volume programs, patrons who register for a program but fail to attend said program and fail to notify the Library two times may be placed on a waiting list instead of the registration list at the discretion of the City Librarian or designee. Adults not accompanied by a child or teen are not allowed in youth programs unless in an extenuating circumstance. Adults who are required to observe youth programs as part of a requirement for an educational course may be allowed at the discretion of the City Librarian or designee. Adults in this circumstance must furnish appropriate credentials and/or documentation and must request attendance at least three business days prior to the program.

6. INTERLIBRARY LOAN

Policy

The Interlibrary Loan service provides customers possible access to items not available from Huntsville Public Library; but that may be borrowed through the generosity of other libraries. This policy outlines the responsibilities of our customers as they take advantage of the service. Section 6.02 outlines the responsibilities of libraries wanting to borrow from our collection.

6.01 Borrowing

A. Customer Responsibilities

1. Customers making ILL requests must have had a Huntsville Public Library card for 30 days or more and have no fines or overdue materials.
2. Customers are responsible for providing adequate information to Library staff to locate the book(s) or item(s) requested. Information required for most books includes proper spelling of author's first and last name, title and format – print, large print, or audiobook. Some additional information such as publisher or publication date may be required. Staff will accept ILL requests for periodical articles only after all local sources for an article have been exhausted. For such periodical articles, complete citation information must be given, including author, title of article, periodical source, date and/or volume and number, and page numbers. Customers may seek assistance from reference staff if needed.
3. No user may request ILL services for another individual.
4. Users may have no more than five ILL requests active at one time.
5. The Library will contact the customer before placing any ILL requiring a fee.
6. Library staff will notify customers of materials received via phone or email. Connection with an individual or answering machine will serve as a legitimate notification.
7. ILL materials should be picked up promptly following notification. Any item not picked up will be returned to the lending institution when it is within 7 days of the due date and the patron will be charged a fine of \$3 per item.
8. Customers are notified of the due date of ILL materials upon pick-up. It is the responsibility of the customer to return these materials to Huntsville Public Library on time.
9. The late fee rate for overdue ILL material is \$1 per item per day plus any fees assessed by the lending library. When applicable, the customer may call three to five days before the due date to request a renewal during which time the late fee will not be charged; however, renewals are NOT guaranteed for any item.
10. ILL fees are the responsibility of the borrower.

11. Huntsville Public Library reserves the right to restrict the use of certain ILL items to in-Library use only.

B. Loss of Privileges May Occur If:

1. The borrower, more than once, is late in returning an ILL item.
2. The borrower, more than once, returns a damaged item.
3. The borrower, more than once, loses an ILL item.
4. The borrower does not pay for all ILL related fines and fees; which may include replacement costs for lost or damaged items, overdue fees.
5. The borrower, more than once, failed to pick up requested items.
6. The borrower has committed any combination of these offenses.

C. Items Not Applicable for ILL Include the Following:

1. Materials owned by the Huntsville Public Library, unless the items are presumed missing or lost. Special circumstances will be considered with final decisions made on a case by case basis by Library supervisory staff.
2. Items that cannot be shipped via TExpress.
3. Entertainment videos and DVDs.
4. Music CDs.
5. Items published within the last six months.
6. Rare books or other rare materials.

6.02 Lending

A. Lending Stipulations

1. ILL requests will be accepted from Texas libraries only.
2. Items will be shipped via TExpress only.
3. The lending period will be four weeks after the borrowing library has received the material.
4. Renewals are not allowed.

B. Fees

1. Borrowing libraries will be invoiced for any lost or damaged item. Items will be considered lost if not returned within 60 days of the due date.
2. No processing fees will be charged.
3. Terms for invoiced items will be Net 60.

C. Items Not Available for borrowing include, but are not limited to, the following:

1. Genealogy materials

2. Reference or rare materials
3. High demand materials including audiovisual materials
4. Materials deemed too costly
5. Materials that have been in the library's collection less than one year
6. Serial publications
7. E-books or other E-materials

D. Copy Requests

1. Paper copies will be provided for 15 cents per page. Electronic copies will be provided at no charge.
2. An invoice will accompany copies.

7. ROOM RENTAL

Purpose

The meeting rooms of the Huntsville Public Library may be used by the general public. The primary purpose of the meeting rooms is for programs presented by the library or library-related organizations. When not required for the use of the library or library-related organizations, groups are encouraged and welcome to use the room subject to the policies outlined below.

7.01 Policy Applicable to All Meeting Rooms

A. Rules and Regulations

1. The meeting rooms may be used for community activities appropriate for a public library building. The City Librarian and/or the Library Services Specialist will make this determination. The rooms may be reserved for book sales or other fundraising events, the proceeds of which directly benefit the library.
2. The individual making the reservation, as well as the membership of the group as a whole, assumes responsibility for the room and all contents and will be held responsible for any and all damages incurred as a result of the use of the facilities, including but not limited to, damage, loss or theft.
3. No money may be collected on the library premises with the exception of dues for The Friends of the Library group and other auxiliary groups, the proceeds of which directly benefit the library.
4. The library reserves the right to charge for the use of the meeting rooms. Please see the fee schedule in section 7.05.
5. Use of the library's meetings rooms does not constitute endorsement by the City or the Library of any points of view expressed by the group. No advertisements or announcements implying such endorsement will be permitted. The library's phone number may not be used by any non-library related group.

6. Library staff will not handle reservations or incoming phone calls for any non-library related group.
7. Attendance at meetings is limited to the seating capacity specified by the fire marshal, and outlined in the following sections regarding each room.
8. The meeting room must be set up by the individual or group making the reservation and returned to its original condition by the end of the reservation period. Additional chairs and tables may be available in some rooms but must be set up and put away by the individual or group using the room. No additional furniture will be provided unless prior arrangements have been made. All trash must be carried out and placed into the trash dumpster outside the library near the drive-thru on 14th Street. Trash can liners must be replaced and the cans must be returned to their original location.
9. The length of time for which the room is reserved must include the time necessary for setting up the room and returning it to its original condition (including cleaning) at the end of the meeting. If the meeting extends beyond the reserved time, library staff may request that the meeting be adjourned. Portions of the deposit will be withheld if the meeting goes past the reserved time. See the fee schedule in section 7.05.
10. Four foot wide aisles must be maintained on each side and down the middle of each seating arrangement to provide clear access to exits in case of emergency.
11. Equipment, supplies, or personal belongings cannot be stored or left in the library before or after use.
12. The library is not responsible for lost or damaged items.
13. Items may not be affixed to the meeting room walls or furniture in any way and nothing should be placed against the walls in any room in the building.
14. Smoking, vaping, and use of tobacco products are prohibited in the library and all areas of library grounds, including but not limited to, the parking areas. Alcoholic beverages are prohibited and may not be present in any part of the library or anywhere on library property, including but not limited to, the parking areas. The individual making the reservation, as well as the membership of the group as a whole, agrees to comply with all applicable federal, state, county, and city ordinances, rules, and regulations now in force or which may hereafter be enacted or promulgated.
15. Permission to use the library meeting rooms may be withheld from groups whose members or invitees damage the room, carpet, equipment, or furniture or fail to comply with the rules and regulations. Individuals causing disturbances during meetings, including those who are causing excessive noise not conducive to a library setting, will be asked to leave without a refund of the rental fee or deposit.

16. The individual making the reservation will be responsible for completing and signing the Community Room Arrival and Departure Checklist.
17. The Community Room may be used outside the Library's normal operating hours with additional restrictions (see Section 6.02). All other meeting rooms must be used during times the library is open to the public.
18. Children under the age of 13 must be accompanied at all times by an adult.
19. All events with minors present must be chaperoned by at least one responsible individual 21 years of age or older for every five minors.
20. The individual making the reservation, as well as the membership of the group as a whole, agree to indemnify and hold the City of Huntsville harmless from and against any and all losses, expenses, demands, and claims made against the city arising in any manner from such group's use of the library facilities, whether such losses, expense, demand, or claim made against the City of Huntsville is caused by the city's negligence or not.
21. Use of the meeting room by any individual or group signifies acceptance of and agreement to comply with all the terms of this policy.

B. Reservations

1. Library-related functions are given first priority. Other requests will be considered on a first-come, first-served basis, but all previous approvals may be cancelled at any time. If the room is needed on an emergency basis for official city business or library programming, the reservation will be cancelled and may be rescheduled at the group's request.
2. Requests for the use of the meeting rooms may be made by submitting a completed Room Reservation Agreement along with payment of required deposit and all applicable room use fees. Submission of a Room Reservation Agreement and payment does not mean the room is automatically reserved. Contact the Library Services Specialist no sooner than one full business day after submission to confirm the reservation has been added to the calendar. The reservation is not considered active until the deposit and room use fees have been received and cleared by the library, which may take up to ten business days.
3. The Room Reservation Agreement and payment must be submitted to the library at least two weeks, but no more than two months, in advance of the date requested. If a group or individual wishes to reserve a meeting room fewer than two weeks ahead of time, the deposit must be paid in cash or credit card.
4. Reservations for the meeting rooms may not exceed two meetings per month. Exceptions to this rule may be authorized by the City Librarian or Library Services Specialist. Exceptions will be limited to a two

month period after which the arrangement will be reevaluated in light of current Library and community needs

5. Reservations are not automatically renewable. Standing reservations for dates throughout an entire year must adhere to the City of Huntsville Fiscal Year, which runs from October 1 through September 30. Individuals or groups with standing reservations must finalize the current fiscal year reservation and accept any deposit refund due by the end of September and complete a new Room Reservation Agreement and deposit payment for dates in the coming fiscal year during October or thereafter.
6. Groups holding reservations are required to notify the library of any cancellation three (3) days before the date in order to free the room for other groups.
7. Failure to comply with any of these rules may result in refusal by the library to allow future meetings by the offending group or individual.
8. If the responsible party or designee does not arrive by 45 minutes after the requested reservation start time, the individual or group will be considered a No Call/No Show, and their entire reservation will be canceled.

7.02 Community Room

A. Specifications

1. Dimensions: 1,872 ft²
2. Hours: Available during normal library operating hours 10 a.m. to 7 p.m. Monday-Friday, 12 p.m. to 4 p.m. Saturday. Additional availability beyond normal library operating hours is subject to staff availability and at the discretion of the City Librarian or Library Services Specialist.
3. Furnishings: 250 chairs, 10 tables
4. Available Equipment: projector (can be connected to a personal laptop), sound system, microphone, Blu-Ray player, 55" television, kitchenette with a full size refrigerator, sink, and microwave
5. Capacity: 250

B. Policy

1. To use the community room's AV equipment, a brief half-hour class on the proper use of the equipment must be taken prior to the reservation period. These classes can be scheduled through the IT Services Coordinators. The class need only be taken once per individual or group, regardless of how many times the individual or group reserves the room.
2. Use of the kitchen is included in the rental of the room. It is a kitchenette meant for heating or re-heating food, not full meal preparation. The kitchen includes a refrigerator, microwave, double

sink, and a countertop. The kitchen must be cleaned and returned to its original condition if used. Trash must be emptied.

3. Reservations for the Community Room may include time before or after the Library's normal operating hours provided a Library staff member is available to provide oversight of the Library facilities.
 - (a) If a Library staff member is not available during the date and time requested, the reservation will not be accepted.
 - (b) Reservations that include times before or after the Library's normal operating hours must be finalized by submitting full payment within three (3) library operating days following notification that a Library staff member is available or the reservation will not be accepted.
4. Reservations may never be made for the Community Room on official City holidays or on any weekend adjacent to an official City holiday.

7.03 Board Room

A. Specifications

1. Dimensions: 312 ft²
2. Hours: Normal operating hours of the library
3. Furnishings: 1 table, 16 chairs
4. Available Equipment: wall-mounted television screen (can be connected to a personal laptop), DVD player, and telephone.
5. Capacity: 16

B. Policy

The Board Room is suitable for light refreshments or boxed lunches. More extensive catering must be reserved for the Community Room. Please see section 7.01 for all additional applicable policies.

7.04 Study Rooms

A. Specifications

1. Dimensions: 2 rooms, 80 ft² each
2. Hours: Normal operating hours of the library
3. Furnishings: 1 table, 4 chairs
4. Available equipment: None
5. Capacity: 4

B. Policy

1. Reservations for study rooms are not required but are recommended. When not reserved, study rooms are available for use on a first-come, first-served basis.
2. Study rooms may be used by an individual or group for a maximum of two hours per day. If another individual or group is waiting to use a room and the current occupant's time has exceeded two hours, the

current occupant will be asked to cede the room to the next user. Substituting one or more members of a group does not constitute a new group. If any one individual in a group has already occupied a study room for two hours, the group may not use a study room if others are waiting.

3. Individuals or a member of a group must sign-in at the Circulation Desk for admittance to a room. Failure to accurately indicate the actual time in may result in the individual or group being required to cede the room to a new user at any time, regardless of the length of time in the room, and preclude further use of a room for the remainder of the day.

7.05 Fee Schedule

A. *Community Room*

1. Deposit: \$150 applicable to all groups
2. For-profit groups outside Walker County: \$150 for the first hour and \$50/hour for each subsequent hour
3. For-profit groups within Walker County: \$100 for the first hour and \$50/hour for each subsequent hour
4. Other groups or individuals outside Walker County: \$25/hour
5. Other groups or individuals within Walker County: Deposit only
6. After-hours charge: additional \$30/hour applicable to all groups
7. Per hour use fees are charged based on full hour increments
8. Per City Ordinance, AV equipment rental fee is \$20/day.

B. *Board Room*

1. Deposit: \$150 applicable to all groups
2. For-profit groups outside Walker County: \$150 for the first hour and \$50/hour for each subsequent hour
3. For-profit groups within Walker County: \$100 for the first hour and \$50/hour for each subsequent hour
4. Other groups or individuals outside Walker County: \$25/hour
5. Other groups or individuals within Walker County: Deposit only
6. Per hour use fees are charged based on full hour increments
7. Per City Ordinance, AV equipment rental fee is \$20/day.

C. *Study Rooms*

1. Deposit: no deposit required
2. All groups and individuals: no charge

D. *Deposit Withholdings*

In order to receive a full refund of the room rental deposit, the organization or individual renting the room must clean it and return it to its original condition. This includes, but is not limited to, wiping down all table and furniture surfaces, throwing away all trash, taking trash bags to the outdoor trash can, cleaning any spills that occur, wiping down kitchen sinks and counters, and returning all furniture to its original position. This is not an exhaustive list. The organization or individual renting the room must notify the Library when they are ready to leave.

All or portions of the group or individual's deposit may be withheld in the event of damages or other events. If the damage exceeds the amount of the initial deposit, the group or individual will be billed. The room will be inspected before the renter's deposit is returned, which may take several business days.

1. Damage to any aspect of the room, furniture, or equipment: actual cost to repair

2. Occupying room past reservation time: \$15/quarter hour or any portion thereof
3. No call no show: \$50
4. Room not cleaned and/or returned to original state: \$50
5. Failure to return key card: \$50

If the responsible party, or their designee, does not arrive at the library within 45 minutes of the scheduled reservation start time, the reservation will be automatically cancelled. The responsible party will forfeit any and all surcharges (after hour or non-profit rental fees), and the \$50 No Call/No Show fee will also be withheld from their deposit.

8. CHILDREN'S ROOM POLICY

Purpose

The Dr. Harley and Marjorie Rex Children's Room provides resources for children to help turn them into lifelong learners and library users. The purpose of this policy is to outline acceptable use of the Children's Room and its resources and to ensure that the Children's Room is a welcoming, safe place for all children who use it.

Policy

A. Child Safety in the Children's Room

1. Children age 8 and under must be accompanied by an adult age 18 or older at all times and in all areas of the library. To accommodate adults with children, computers are available for adults to use in the Children's Room. Children ages 9-12 may be in the Children's Department unattended but an adult age 18 or older must be in the library at all times. Children with disruptive behavior will have to stay with their adult at all times and in all areas of the library. Children 9-12 without an adult in the library will be given the opportunity to call a parent or guardian in order to provide for the safety and security of the child. If a guardian cannot be reached, Huntsville Police will be notified. Library staff members do not act in place of the parent.
2. It is the parent or guardian's responsibility to supervise children. Library staff do not act in place of the parent or guardian and are not responsible for the care of unsupervised children.
3. While all computers are filtered, the technology is imperfect. It is the responsibility of the parent or guardian to supervise children's access to materials on the Internet. Library staff are not responsible for monitoring children's use of the Internet.
4. Children must conduct themselves at all times in a manner appropriate to a library setting. Running, roughhousing, loud noise,

inappropriate conduct with the furniture or toys (such as pushing or climbing) or other disruptive, damaging, and/or dangerous behavior is not acceptable. It is the responsibility of the parent or guardian to supervise children's behavior in the library. Library staff are not responsible for monitoring children.

5. All other behavior rules outlined in Chapter 5 apply.

B. Adults in the Children's Room

1. The Children's Room is reserved for the use of children. Adults unaccompanied by a child may use the Children's Room only if they are looking for materials to check out and must leave the room once they have located the items. Adults unaccompanied by a child may not use the Children's Room to lounge. Any adult found in the Children's Room not supervising a child or browsing for materials to check out will be asked to leave immediately.
2. The use of the children's computers is restricted to children age 13 and under. Adults wishing to use a computer while supervising a child in the Children's Room may use the desktop designated for adult use or check out a laptop, provided he/she meets the criteria to do so.
3. An adult wishing to check out a laptop who is unaccompanied by a child may enter the Children's Room to check out the laptop, then must take the laptop to another part of the building.
4. An adult supervising a child in the Children's Room may bring materials from other areas of the library, such as a book from the adult reading room, into the Children's Room.

9. TEEN AREA POLICY

Purpose

The purpose of this policy is to outline acceptable use of the Teen Area and its resources and to ensure the Teen Area is a welcoming, safe place for all teens who use it.

Policy

A. Use of the Teen Area

1. The Teen Area is reserved for the use of teenagers aged 13-17. Library customers whose age falls outside this range may use the Teen Area only if they are accompanied by a person aged 13-17. Anyone over 17 found in the Teen Area who is not accompanied by a person age 13-17 will be asked to leave immediately.
2. All behavior rules outlined in Chapter 4 apply.

B. Teen Computers

1. The use of the teen computers is restricted to teens aged 13-17. Due to the limited number of computers available, no exceptions will be made for library customers whose age falls outside this range.
2. All other policies concerning the use of library computers found in Chapter 5 apply.

C. Other Teen Area Technology

1. Teens wishing to use the technology in the Teen Area must have the permission of their legal guardians.

10. GENEALOGY ROOM POLICY

Purpose

The Johnnie Jo Sowell Dickenson Genealogy Room is a valuable resource for library customers who wish to research family and local history. The purpose of this policy is to outline acceptable use of the Genealogy Room and its resources and to ensure that the collection remains intact.

Policy

A. Use of the Genealogy Room

1. The Genealogy Room is reserved for the use of library customers researching family and/or local history.
2. Children between the ages of 12 and 17 wishing to do research in the Genealogy Room must be accompanied by a responsible adult at all times. Children not doing research must remain quiet and seated while in the room.
3. Children under the age of 12 will not be admitted into the Genealogy Room due to the delicate nature of the materials.
4. The Genealogy Room is a secure space. All customers who wish to enter the Genealogy Room must sign in at the front desk and obtain a keycard.
5. Customers may only bring a notebook, loose papers, pencils, and/or a billfold into the Genealogy Room. Lockers are available for customers to secure other items not allowed in the room.
6. The Genealogy Room is a quiet room. Any talking should be in a low voice. Cell phones must be set to vibrate or silent, and calls should be taken outside of the room.
7. All behavior rules outlined in Chapter 5 apply.

B. Genealogy Computers

1. The use of the genealogy computers is restricted to customers researching family and/or local history.
2. All other policies concerning the use of library computers found in Chapter 4 of this policy manual apply.

C. Other Genealogy Equipment

1. The scanner and microfilm readers are for the sole use of customers conducting genealogy and/or local history research.

D. Archives

1. Customers may view up to three archive folders at one time. The public is not allowed to access the Archives, and it is opened at the discretion of the City Librarian. Library staff will retrieve any items needed for research.

11. VOLUNTEER POLICY

A. Purpose

The Library welcomes and applauds the work performed by volunteers. The Library's policies must align with City of Huntsville policies, especially in regards to volunteering. In accordance with the City's Human Resources Department, the Volunteer Policy is as follows:

Policy:

A: Policies applicable to all volunteers

- 1) Potential volunteers must meet with the Library Services Specialist in person, complete a Volunteer Application, and agree to the Library's Volunteer Guidelines, a copy of which will be provided at the time of application.
- 2) All volunteering shifts must be scheduled in advance with the Library Services Specialist.
- 3) Volunteers must be at least 18 years of age, with limited special exceptions as noted in Section B.2

B: Short Term Volunteers

- 1) Persons who wish to volunteer at the Library for less than six weeks are designated as short term volunteers. Short term volunteer assignments do not require a background check, unless the volunteer wishes to lead a program or interact with the public as a representative of the Library.
- 2) Generally, all volunteers must be at least 18 years of age. Occasionally, the library may grant special exceptions to particular groups provided the group of adolescents has an adult chaperone volunteering with them and the work is performed for a specific task or event.
- 3) A short term volunteer who wishes to extend their service beyond the initial six weeks of volunteering at the Library must reapply as a long term volunteer. During the reapplication processing period, the volunteer must pause their duties at the Library.

C: Long Term Volunteers

- 1) Persons who wish to volunteer at the Library for more than six weeks are designated as long term volunteers. Long term volunteer assignments require a background check as well as completion of the volunteer application.
- 2) If a long term volunteer is inactive for six months or more, they must complete the entire volunteer application process again.

D. Volunteers Who Lead Programs/Represent the Library

- 1) Volunteers who wish to lead a program or represent the library to the public must apply to volunteer in the same manner described above unless the program is a one-time event.
- 2) This type of volunteer requires a background check as well as completion of the volunteer application.

E. Volunteers Who Represent an Organization

- 1) Volunteers who wish to lead a program that is a collaboration with an outside organization and who are representing said organization are not required to complete a background check as long as the volunteer is acting as a representative of said organization.
- 2) The program will be advertised to explain the collaboration.