

# Cleveland Public Library

# Policies and Procedures

# Manual

Adopted by the Cleveland Public Library Board 11/28/2006

## Library Code of Conduct

### Introduction

The Cleveland Public Library's purpose is to welcome and serve all individuals and groups who wish to use appropriately its materials and facilities. The Code of Conduct is not meant to restrict library use or to deny library services and facilities to people who need them. Instead, the Code has been established to help create a pleasant and safe environment for patrons, volunteers, staff, as well as protecting Library property.

### Library Law

The Cleveland Public Library adheres to Tennessee Public Laws and Federal Laws related to Public Libraries. Some of the policies in this manual are a direct result of these laws. A copy of laws related to Tennessee public libraries can be found at the end of this manual.

### Behavior

In the Library, many customers must share common space and resources. Disruptive, rowdy or unsafe behavior will not be permitted. Parental supervision of children helps to prevent accidents and injuries. Verbal or physical abuse of staff or others in the Library will not be permitted. Damage, abuse or theft of library property will not be permitted. (Please refer to the Appropriate Library Behavior policy below.)

### Appropriate Library Behavior

Your entrance to this public Library indicates that you are willing and able to act courteously toward all other persons here; act respectfully with regard to public property; and, follow all rules of this facility.

To provide an orderly and pleasant public environment, Library staff members are authorized to make judgments regarding individual or group behavior. Staff response to unacceptable behavior may include temporary or permanent suspension of library privileges. Appropriate law enforcement authorities will be promptly informed of any unlawful activity.

### PLEASE observe the following

The Library is not responsible for lost or stolen items.  
Keep all valuables and personal property with you at all times.  
Children must be supervised at all times.  
Follow Library computer policies.  
Use cell phones in the lobby or outside.

**In order to provide a safe and comfortable environment for all customers, the following are NOT PERMITTED in the Library:**

- Destruction or theft of library materials or property
- Use of alcohol or illegal drugs
- Disorderly, disruptive or boisterous conduct
- Threatening, harassing or intimidating language or behavior
- Food or drink

- Smoking and use of tobacco products
- Sleeping
- Weapons
- Bathing or shaving in public restrooms
- Solicitation of any type
- Sexual activity, harassment of staff and patrons in the library buildings and on library grounds
- Entry to non-public areas except by invitation or approval of library personnel
- Automobiles parked on library property when the driver is not using the library

Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building. This includes physically offensive conditions such as unpleasant body and/or infested clothing or personal effects. Shirts and shoes must be worn at all times.

The Library reserves the right to expel any person whose behavior is disruptive or whose actions interfere with the use of the Library by other patrons.

## Children in the Library

The Cleveland Public Library encourages people of all ages to use the Library to take advantage of the available resources, and wishes to make their visit a warm and welcoming experience.

It is the responsibility of the parents or legal guardians to evaluate any materials accessed by their children. This includes the Internet, books, videos and other resources. Parents should be aware that there may be resources they judge inappropriate for their children and it is the parents' responsibility to evaluate these resources. We encourage parents to accompany their children and work with the Library staff to foster a safe environment. Please refer to the following websites for information about helping your child navigate the World Wide Web safely:

<http://www.safekids.com>  
<http://www.safeteens.com>

## Unattended Children

It is the policy of the Library to provide a safe and appropriate environment for library users of all ages. The Library is, however, a public building with staff trained to provide public library services. The Library is not equipped, nor is it the Library's role to provide long- or short-term daycare for children of any age. Aside from the planned programs, services, and activities designed for specific age groups, the library's staff is not responsible for supervising or tending to the needs of individual users or groups of users.

Accordingly, children under the age of ten must always be accompanied by a parent, guardian or responsible childcare provider while in the Library. If a child under the age of ten is attending a Library program or activity, the parent, guardian, or responsible childcare provider must remain in the Library throughout the program.

In general, parents of any minor children should not leave them unattended for long periods at the Library. This is especially important in the evening. The Library closes at 9:00 p.m. or 6:00 p.m., and children should be picked up no later than five minutes before closing time. Police will be notified concerning any children left after closing time.

Parents are responsible for the behavior of their children in the Library, whether or not the parents are present.

## Guidelines for Children's Department

An adult must attend children younger than 10 at all times.

Children aged 10 and older may use the Children's Department on their own.

Children must show proper conduct or they will be asked to leave the library:

- Talking in a voice that will not disturb others
- Using language that is not offensive to others
- Actions that will not be disruptive to others
- Showing respect for others in manner and speech

## Personal Conduct

Patrons may not interfere with the staff as they perform their duties. Intimidation, staring or following of staff or other patrons is not permitted. Patrons are prohibited from physically abusing or assaulting other patrons or staff. This includes challenging another person to fight or engaging in any fight, running, pushing, shoving or throwing things. Patrons may not personally monopolize library space (including entrance walkways).

## Library Materials & Building

Library materials must be properly checked out before leaving the building. Defacing or destruction of any library materials or property is prohibited. Moving Library furniture from where it is placed by library staff is not permitted. Trespassing in nonpublic areas, being in the Library without permission of an authorized Library employee before or after Library operating hours is prohibited.

## Library Card Required

All residents of Bradley County wishing to check-out library materials or use computer resources should have a valid Cleveland Public Library card or a Lee University Card that is in good standing (Fees less than \$1.00, no overdue material, an active library card that is not expired and with current address). Likewise, any regular patron from neighboring counties should apply for an out-of-county card (\$10/person per year). A "computer use" guest card is available on a temporary basis for Tennessee residents who live outside a 50 mile radius of Bradley County and for out of state residents who are here on a temporary basis with a valid driver's license.

## Loaning of Your Library Card

The Cleveland Public Library strongly discourages the practice of loaning your library card. It can be a costly habit. The owner of the loaned library card will ultimately responsible for any lost, damaged, or overdue materials.

## Fines

Library cards will be issued to all residents of Bradley County with proof of residency free of charge. A replacement card will cost \$4.00.

All books and audio-books will cost \$.25 each day they are overdue. All videos/DVDs will cost \$2.00 each day they are overdue. There is a maximum charge of \$10.00 per item for most material, except for DVD's and Video's, which have a \$12.00 maximum.

Patrons will be held responsible for damage to books, buildings and library grounds.

## Long Overdue Materials and Collection Agency

Failure to return library materials constitutes a "Theft of property" under TCA 39-14-101 through 39-14-103. A library collection agency will be employed to recover long overdue materials, damaged materials, or overdue fines totaling \$25 or more.

## Fees

Some materials in the Library require a deposit fee to check out. This deposit check will be cashed. When the materials are returned, the patron will receive payment for their deposit. It is important for the patron to keep receipt of their deposit for their refund.

## Photocopying/Printing

Photocopy machines are available for public use in the Reference Department. All copies are \$.20 per copy. Black and white and color printing can be performed from the Computer Center. Black and white copies are \$.25 per copy and color is \$.??? per copy.

## Noise

Please respect the rights of others to use the library. Avoid loud talking or other actions that would disturb others. Cell phones should be used outside the building and audible cell phone and pager ringers must be turned off when entering the library. The use of audible devices without headphones or with headphones set at a volume that disturbs others is not allowed. Profane or abusive language is disturbing to others and is not allowed. Screaming, running, boisterous activity, banging on computer keyboards and other disruptive noises are prohibited.

## Skateboards, bicycles, etc.

Recreational use of bicycles, skateboards, roller skates, roller blades or any personal vehicle is not allowed on library property. These items may not be brought into the library. The main library does provide a location for bicycle parking.

## Food & Drink

Closed beverage containers with sturdy lids are permitted, provided that beverages are not consumed near the computers or where spills may damage library material. Any spill should be reported immediately to library staff. Eating is not allowed in the public areas of the library (Exceptions for meetings in the auditorium may be made by the Library Director).

## Animals

Service animals are allowed in the building. All other animals are prohibited, unless the animal is a part of library programming.

## Major Offenses

Patrons may not engage in any activity in violation of Library policy, Federal, State, local or other applicable law. Patrons will not be permitted to engage in any act that clearly disrupts or prevents the normal and intended use of the public library by any other patrons or staff. Those

violating library rules may be asked to leave if their speech or actions disturb others or jeopardize the health and safety of patrons or staff. Anyone who refuses to leave after being asked to do so may be prosecuted for criminal trespassing and will be subject to legal action (up to and including arrest).

Our goal is that all patrons enjoy the library responsibly and safely.

## Emergency Closing

It is the policy of the Cleveland Public Library to recognize that on occasion, inclement weather or other conditions may prevent the library from opening or may cause it to close early. The Library will close for weather related emergency conditions whenever the City of Cleveland and Bradley County Offices closes during the weekdays. This will be announced on local radio and television stations.

## Interlibrary Loan Policy

Through ILL, an interlibrary loan network, Cleveland Public Library customers may borrow materials from and lend materials to other libraries across the country. It takes about 2 weeks and there is a small charge per book for postage. Customers must pay any additional charges incurred with the loan if applicable. Sometimes there will be a shipping charge.

## Gifts

The Library accepts gifts of materials, but reserves the right to evaluate and dispose of them in accordance with the criteria applied to purchased materials. Materials may be disposed of without notifying the donor if later examination indicates that the Library cannot use it.

Gifts of a more specific nature, such as works of art, furniture, equipment, special collections and real property, shall be referred to the Library Director for acceptance in consultation with the Library Board and Library Foundation.

Any gift accepted by the Library is subject to the following two conditions;

1. The Library retains unconditional ownership of the gift
2. The Library makes the final decision on the use of the gift or any disposition

## Display of Works of Art, Artifacts & Collections

Requests to display materials should be filed on the appropriate form and referred to the librarian in charge, and shall be approved in writing by the Library Director and the Buildings & Grounds Committee before they are displayed.

Displays of this type will be confined to the first floor hallway, surrounding the rest room entrance and water fountain of the Jarnagin House. The Library does not assume responsibility for security or insurance of such displays. Owners are responsible for set-up and removal. No nails in the walls or moving of furniture are permitted.

## Pamphlets

Due to limited display space, the library provides a small area for pamphlets and brochures directly related to services for the public, service organizations, or the Cleveland Public Library.

## Soliciting, Selling and Surveys

Soliciting, petitioning, interviewing, campaigning, survey-taking, canvassing or selling in the public areas of the Library is not allowed. (Exceptions may be made by the Library Director when the activity will benefit the Library). Patrons may not distribute or post any printed materials except through authorized Library procedures. Begging for money or other physical items is prohibited.

# Meeting Rooms Policy

## Introduction

As part of its service to the community, the Cleveland Public Library makes two meeting rooms in the Jarnagin House available to community groups for functions. The larger room (not available for evening meetings) will seat up to 50 people in a lecture set up and offers limited kitchen facilities. The smaller room will seat 10.

## Scheduling

Functions must be scheduled in advance with the library administration. The contact person must provide their name and address and agree to be responsible for the group's adherence to library rules.

1. The rooms are available only during regular library hours.
2. Groups are scheduled on a first-come, first-served basis.
3. Cancellations of reservations should be telephoned in as soon as possible, to allow scheduling of other groups.

## Rules for Use

1. Groups using the room must be non profit.
2. Exceptions are permissible at the discretion of the Director for-profit groups, where the intention of the meeting is not directly related to profit-making.
3. Chairs and tables are provided in the standard set-up. Any special set-up requirements are the user's responsibility and the room must be returned to its' original set-up. All trash must be put in containers.
4. Use of the kitchen in basement is available on request. Use of the coffee pot, microwave, refrigerator, stove and dishwasher is permitted, but dishes and supplies must be provided by the group. All surfaces and equipment must be left clean, and trash placed in containers.
5. Group members must be quiet when coming in and out of the meeting rooms through the library's reading areas, and must keep meeting room noise levels low enough not to disturb library customers.
6. No unwrapped food or drinks may be taken into the main library.
7. No smoking is allowed in the building.
8. No organization will be permitted to utilize library facilities as a public forum for political, secular or for financial gain.

## Fees

1. No fees are charged for the use of the first floor conference room
2. Basement meeting room is primarily for business office hours. Special set up can be requested by contacting library maintenance personnel. There is a \$20.00 fee for special set-up.
3. Any donation to the library for the use of meeting rooms will be appreciated.

## Craigmiles/Johnston House Meeting Room

The Cleveland Public Library, as caretaker of the Craigmiles/Johnston House, is dedicated to a functional history branch and reading development center. Because of the library's focus and limited space, there are no meeting facilities provided for organizations of the general public, (other than the Historical Society, Genealogical Society, of library sponsored functions.)

# Computer Usage Policy

## Introduction

This document constitutes a Library-wide policy for the management of the stand-alone computers and the Internet network that is owned and administered by the Cleveland Public Library. The policy reflects the ethical principles of the Cleveland Public Library and indicates; in general, what privileges and responsibilities are characteristic of the Library computing environment.

## General Policies

Computers have become an integral part of many of the Library's activities. While the majority is now performed on individual computing resources, most communication systems either reside on central computers or use networks. When you have questions regarding the use of these resources, please ask for assistance at the Reference Desk.

## Storage of Information/Headphones

Due to computer security, there is no permanent storage of personal information to the computers. Those wishing to save their information may purchase disks at the Reference Desk. If customers would like to listen to audio content on the computer, s/he should bring headphones or purchase through the library. Charges for disks and headphones are as listed below:

- 3.5" disk \$1.25
- CD-R \$1.00
- CD-RW \$2.00
- DVD-R \$1.50
- Headphones \$1.50

## Computer Resources

The Cleveland Public Library offers several computer software programs available for patrons use. Patrons may use the Internet, Microsoft Office Suite which includes: Word Processing, Excel Spreadsheet, Access Database, Power point presentations and Publisher.

## Responsibilities of Users

The user is responsible for correct and sufficient use of the tools available for maintaining the security of information stored on each computer system. The following precautions are strongly recommended:

- The user should understand the level of protection each computer system automatically applies for files and supplement it, if necessary, for sensitive information.

- The computer users should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of the processes.

Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from the user's privacy.

## Legal Use

The Public and staff may only use computing resources for legal purposes. Examples of unacceptable purposes include, but are not limited to, the following:

- Harassment of other users
- Libeling or slandering other users
- Destruction of or damage to equipment, software, or data belonging to the Library or other users
- Destruction of or damage to equipment, software, or data belonging to the others outside the Library (hacking)
- Disruption or unauthorized monitoring of electronic communications
- Unauthorized copying of copyright-protected material

## Ethical Use

Computing resources should be used in accordance with the ethical standards for the Library. Examples of unacceptable use (some of which may have legal consequences) include, but are not limited to, the following:

- Violation of computer system security
- Violation of software license
- Violation of network usage policies and regulations
- Violation of another user's privacy

## Cooperative Use

Computing resource users can facilitate computing at the Library in many ways. The Library endorses the practice of cooperative computing. It includes:

- Refraining from overuse on connection time or information storage space
- Refraining from sounds or visuals which might be disruptive to others
- Refraining from encroachment upon others space while waiting for a requested resource
- Refraining from use of any computing resource in an irresponsible manner.

## Sanctions

Violators of the computing resources use policy may lose Library privileges. (Staff will be subject to normal disciplinary procedures as well.) Violations of the policies described above for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may be subject to prosecution by local, state or federal authorities.

Please Note: Child pornography is illegal and prosecutable. The police will be notified immediately of any individual browsing child porn sites.

## Library Card Required

All residents of Bradley County wishing to use computer resources should have a valid Cleveland Public Library card or a Lee University Card that is in good standing (Fees less than \$1.00, no overdue material, an active library card that is not expired and with current address). Likewise, any regular patron from neighboring counties should apply for an out-of-county card (\$10/person per year). A guest card is available on a temporary basis for Tennessee residents who live outside a 50 mile radius of Bradley County and for out of state residents who are here on a temporary basis with a valid driver's license.

## Time Limits for Computers

The Cleveland Public Library utilizes computer management software to manage computer access. A valid Library card as described above is required to log onto computer resources. Once a library patron is logged-in, CybraryN implements time slots for that patron. The time-slots are as follows:

- Monday through Saturday: 2 hours –another 2 hours is available after the patron allows 2 hours of time to pass between usage.
- Sundays: 45 minutes

NOTE: The non-use time will not begin until the patron utilizes all the 2 hours (120 minutes) of the initial log-in. If a patron is close to finishing a project and needs additional time, the Reference Department Staff, upon request, can extend the time-slot.

## Printing

All legible copies that are printed, whether intentional or not, are \$.25 per page. This includes copies made from the Online Catalog, Internet, or Word Processing computers. If there is a question to the print quality, please inquire at the Reference Desk. An account must be set up before a patron can print a page.

## Staff Assistance

Library staff will give basic instruction for the Internet and word processing programs, but cannot spend extensive time in completing the patron's work. Training classes on computer operation, Internet searching and word processing will be offered periodically. Any interested patron is encouraged to register for these classes.

# Internet Guidelines

**Introduction**The Library is pleased to offer public use of the Internet as part of the Library's mission of providing free and open access to materials and services to meet patrons' personal, educational, and professional needs. The Library's computer system provides the opportunity to integrate electronic resources from around the world with the Library's other resources.

The Library has no control over information on the Internet and cannot be held responsible for its content. The Library network is designed to support access to content, not personal communication or games. Using email, chat rooms, and divulging private information on Library computers is not encouraged and may be unsafe for children.

Computers in areas designated for use by children may have restricted access to some adult content and no one may view inappropriate matter on the Internet and World Wide Web in these areas. Minors may not use Library computers to send email, divulge personal information, participate in chat rooms, or use other forms of direct electronic communication in these areas unless a parent or guardian accompanies them. The Library does not endorse the viewpoints expressed on the Internet or vouch for the accuracy of information obtained through the Internet. As with other materials in the Library's collections, any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. No personal information about library patrons will be released without authorization, but patrons are responsible for any personal information they release on the Internet.

No one may use Library computers to gain unauthorized access to files, programs, or personal information whether stored locally or elsewhere. It is unacceptable to use the Library's computer system and Internet resources for any purpose that violates applicable U.S. or state laws, particularly [Tennessee Code Annotated 39-17-911](#).

Staff who observe patrons violating laws are required to:

- Warn the patron he may be violating state laws and should use another Internet site.
- Tell patrons who, after being warned, continue to exhibit unlawful materials in the presence of minors to leave the Library premises. If patron does not leave the premises, the police may be called and the patron charged with criminal trespass.

By federal law, the library is required to utilize an Internet filtering device or software. If you feel a website has been blocked wrongly, please follow the directions on the blocked screen. No library staff member decides what website will be blocked-it is an automatic process.

**Responsibility**As with all Library resources, the Library affirms the right and responsibility of parents and guardians to determine and monitor their minor children's use of the Internet. Parents of legal guardians who believe that their children cannot responsibly use the Library's Internet access are requested to monitor their children's Internet use.

All Internet resources accessible through the Library are provided to all users. There is no age limit for use of any materials provided on the Internet. Children have access to the same resources as adults. It is the responsibility of the parent or legal guardian to decide what resources are appropriate for their children.

## Privacy and Confidentiality

The Library does not monitor an individual's use of any sites except for the length of use in order to ensure equal opportunity of access for everyone, or when materials displayed on the screen is not appropriate in a public environment and user responsibilities are violated.

In general, the Library will treat information on computers as confidential. Requests for disclosure of information regarding an individual's use will be honored only if approved by the Library director, when authorized by the owners of the information, or when required by local, state or federal laws.

## Guidelines of Acceptable Use

Users must accept all U.S. copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet. The Library expressly disclaims any responsibility resulting from copyright infringement by a Library patron.

Downloading of images for files from the Internet to the computer's hard drive is strictly prohibited. Patrons may either bring in a floppy disk or purchase one from the Reference Desk. Unknown files will be purged from the system periodically.

- The Library will conform to all local, state and federal laws regarding minors' access to materials harmful to minors.
- All Internet users should avoid disclosing personal information over the Internet to preserve their own personal safety. Library Internet users are prohibited by law from disclosing, using to disseminate personal information regarding minors without written authorization of the parent or legal guardian of the minors involved.
- Engaging in any of the following activities is a violation of this policy: libeling or slandering of others; uploading a worm, virus, or other harmful form of programming or vandalism; participating in hacking activities or any form of unauthorized access to other computers, networks or information systems.
- In accordance with the Tennessee Code Title 39, Chapter 17, Part 9, sending, receiving or displaying text or graphics that may be reasonably construed as obscene by community standards are prohibited, regardless of age.
- Internet users are prohibited from using the Library computers to compromise the safety and security of minors when using e-mail, chat rooms and other forms or direct electronic communications. Such use includes, but is not limited to: giving others, private information about one's self or others or arranging a face-to-face meeting with someone one has met on the Internet with a parent or legal guardian's permission.

## Violations

The user's access to the Library's computer network and Internet is a privilege, not a right. Misuse of the Library computers will result in the loss of computer privileges, and possible criminal prosecution.

## Virus Warning

Although the Library uses a program that checks for viruses, there is no guarantee that files downloaded from the Internet will not contain a virus. The Library is not responsible for any damages that may arise from saving or downloading files to a diskette or CD.

## E-Mail

Users can register for free e-mail accounts such as Hotmail or Yahoo.

## Online Public Access Catalog

The Library's online catalogs have limited Internet access. They may be used to utilize the Tennessee Electronic Library (TEL) for additional resource information.

## Other Library Online Resources

The Cleveland Public Library subscribes to online resources and makes them available to residents of Bradley County, TN through its website at <http://www.clevelandlibrary.org>.

Look for a link titled "Library Online Resources". All resources are listed there and accessible with a valid Cleveland Public Library card.

## R.E.A.D.S.

Downloadable eBooks and audio-books are available through the R.E.A.D.S. (Regional eBook and Audio-book Download System) website at <http://reads.lib.overdrive.com>.

# Patron Comments, Suggestions or Complaints

## Patron Comments and Suggestion Policy

The Cleveland Public Library welcomes informal comments and suggestions from the public. In person/telephone comments and concerns, will receive immediate attention and acknowledgement by any staff member approached or called by a patron. Patrons wishing to make a formal comment, suggestion or complaint are asked to complete a Patron Comment/Complaint Form and include our name, address, phone number, situation, staff member involved (if any), and other important information. Any complaint that appears to involve professional judgment will immediately be referred to the Library Director or to the professional staff member on duty at the time. If no professional staff member is available, the information will be forwarded to the Library Director as soon as possible. All written correspondence or writing will be acknowledged, in writing as soon as possible.

## Patron Comments about the Collection

If the Library does not have an item that the patron wants, it may have been omitted for any number of reasons, e.g. because the subject was already well covered, because it received unfavorable reviews in the professional journals or because of budget limitations. Resources are available through Inter-Library Loan (ILL). Suggestions for purchase will be considered in accordance with the Cleveland Public Library Collection Development Policy, which is available upon request.

If the Library owns an item the patron disapprove of, the comment will be forwarded to the immediate supervisor of the related department. The presence of an item in the collection does not signify an endorsement of that particular item. The Cleveland Public Library subscribes to the American Library Association's Bill of Rights. If the patron is not satisfied that the item accords with the library's Collection Development Policy, the patron can complete a request for consideration of the library material form. Completed forms will be referred to a materials reevaluation committee, which will review the patron's objections. The patron will be informed of the results of the evaluation.

If a complaint involves a child's use of materials that an adult considers improper, it is the parents' prerogative to determine what the child may or may not read.

The Library will not attempt to indicate the author's philosophy by using labels or other devices.

## INTERNET PERMISSION FORM FOR MINORS

\_\_\_\_\_ has my permission to access the  
Name of child

Cleveland Public Library Internet computer system. I am aware that Internet sites may contain offensive or controversial material and I understand that the Library will not assume responsibility for monitoring or supervising a child's use of Internet resources. I understand that as a parent or legal guardian it is my responsibility to determine and regulate my child's Internet access.

\_\_\_\_\_  
Signature of Parent/Guardian