

## **Policy 15-11 Library Operation Policy**

Adopted: 10/20/2015

Amended: -

### Statement:

It is the intent of the City of Happy Valley to operate the Library in a consistent and responsible manner in order to provide a safe and welcoming environment to the public and protect public property.

### Library Cards

To receive a library card, identification and proof of address must be provided.

A primary purpose of the Happy Valley Library is to encourage children to read and use the library to learn. Developing a love of reading and creating life-long learners is a priority.

- When a child can sign his/her first name the child can apply for a library card.
- A person under the age of 13 needs a parent or legal guardian's permission and signature on the application form. This allows the Library to explain that information about a patron's record cannot be given to anyone but the patron. For example, a parent cannot be told what material a child has checked out without the child's consent.
- If a child does not have proof of identification and address, the parent or guardian's ID may be used.

Parents are encouraged to come to the Library with their children and help them make decisions consistent with family values and child's level of development.

### Institutional Library Card

Any library card issued to an institution must be applied for through the Circulation Supervisor. A letter printed on business letterhead stating the name of a contact person and that the institution will be responsible for any lost or damaged materials must be provided.

Institutional cards are issued primarily for the purpose of giving the institution a deposit collection. Items checked out to the institution are not to exceed 200. Personal use of an Institutional card to gain unfair privileges is not allowed.

### Refunds for Lost and Paid Items

A refund will be processed and a check mailed if:

- The item is returned in good condition, with the receipt.
- The amount for the item/or items is \$25.00 or more.
- The item/or items were paid for within the last 6 months.

### Internet and Wi-Fi

The Internet, as an information resource, enables the library to provide access to information beyond the confines of its own collection. It allows access to ideas, information and commentary from around the globe. However, the Internet is an unregulated medium. As such, it offers access to material that is personally, professionally, and culturally enriching to individuals of all ages. It also enables access to some material that may be offensive, disturbing and/or illegal.

The Library upholds and affirms the right of each individual to have access to constitutionally protected material. The Library also affirms the right and responsibility of parents to determine and

monitor their children's use of library materials and resources. The Library cannot control or monitor material that may be accessible from Internet sources. Parents are encouraged to work closely with their children in selecting material and Internet sites that are consistent with personal and family values and boundaries. Children are encouraged to talk with their parents about using the Internet.

Internet rules and procedures:

- The Internet station(s) will be available on a first-come, first-served basis.
- There may be 15 and 60 minute stations. Users may sign-up for only one session at a time and may not sign-up for additional time until they have completed their session.
- Users can have no more than 2 hours per day per person.

Wi-Fi rules and procedures:

- User must read and agree to the Internet Use Policy.
- No printer service is available for Wi-Fi access.
- Library staff are not trained to provide Wi-Fi, laptop, and personal electronic device support.
- The library assumes no responsibility for the safety of equipment, or for configurations, security, or data files resulting from connection to the library's network.

User may not:

- Alter or damage software, change configurations or settings, or attempt unauthorized entry into any computer system.
- Install any software or damage any library equipment.
- Send harassing messages, or harass others.
- Violate copyright laws or software licensing agreements.
- Violate other users' right to privacy or interfere with others' accessing and viewing material.
- Engage in any activity which is disruptive to other library users.
- Violate Federal, State, or local laws or regulations.

Display any picture, or image of a person, or portion of a human body that depicts nudity, sexual conduct or other image prohibited by ORS 167.080. Our screens are visible to minors.

### Community Room

The Community Room is available for meetings, presentations, or other events. The room may be reserved in advance if a completed Community Room Registration Form is on file at the library. When the person responsible in the group changes, a new form must be completed. The person responsible (or "a representative of the group") must check in before each reserved use of the room. For those wishing to use the room, the following rules apply:

- Reservations can be made by calling the Library at 503-783-3455. Reservations may be placed no more than 90 days in advance.
- The community room is not designed for the serving of meals. Light refreshments or brown bag lunches are permitted. Alcohol is not allowed. Groups are responsible for clean-up after their meeting and returning furniture to original position.
- Neither the Library Board of Trustees nor The City of Happy Valley is responsible for accidents, injury or loss of individual or group property while groups are using the Community Room. Each group is responsible for its own equipment and for the security of personal belongings.
- Users will be held responsible for any damage caused by their use of the room.

- The use of tobacco products, candles and flammable items are not allowed in the library.
- Live animals are not permitted with the exception of service animals or as part of a library program
- Users may not operate a business from the Library or use the Library's address as its mailing address.
- Users must follow library policies and may not interfere with proper functioning of the library.

#### Displays, Exhibits and Art

It is the policy of the Library that display spaces, including but not limited to enclosed display cabinets, shelves, and wall spaces, are for the use of the Library. These spaces are intended for displays and exhibits created or selected by library staff. Where appropriate, such displays or exhibits may reflect various viewpoints on given subjects. Library staff may solicit individuals or groups to provide displays or exhibits for these spaces. The Library may select an organization to manage rotating art exhibits.

#### Programming

The evaluation and selection of programs offered is characterized by flexibility, open-mindedness, and responsiveness to the changing cultural and educational needs of the community. The library attempts to meet and anticipate community needs within the limitations of its budget, space, relevance, suitability quality, and creativity. Suggestions from citizens are welcome and are given serious consideration.

#### Suggestions

The Library is committed to serving its patrons in the best way possible. Patron suggestions are an important resource in determining what materials, resources, and services are of interest to the community. All patron requests are seriously considered by the Library Director. The Library continues to look for ways to encourage suggestions. Suggestions may be made verbally, in writing, by email, survey, focus groups, etc.

#### Volunteers

The Happy Valley Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the Library in making the best use of its resources and contribute to a sound relationship with the community. The Library and its volunteers work together to meet the goals and mission of the organization.

#### Definitions:

A volunteer shall be considered as any individual, 13 years of age or older, who contributes time, energy and talents directly or on behalf of the Library and is not paid with library funds.

All volunteers must be accepted into the Library's Volunteer program by the Library Director or their designee prior to performance of assigned tasks.

#### How to become a volunteer:

- The Library has absolute authority to deny a volunteer application; however the library shall not approve or deny the application of a volunteer on the basis of sex, national origin, religion, race, color or disability pursuant to State or Federal statute.

- All volunteers are required to fill out a Volunteer Application form. Applicants will be approved to become volunteers at the discretion of the Library Director or their designee based on an applicant's qualifications in relation to the needs of the Library at any given time.
- The Library has absolute discretion to deny an application.
- If the Library does not have projects that match a volunteer's interests at the time of application, the applicant will be notified and the application will be kept on file for one (1) year.
- Volunteers serve at will and agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.