

Service Policies

Board Approved: November 4, 2021

GENERAL OBJECTIVES

The objective of the **Middleton Community Library** is to provide quality community library services, programs and materials to all citizens of the Middleton community and Hardeman county residents. This objective will be accomplished by selecting, organizing, preserving and making readily available printed and other materials of reference that will meet the educational, informational and recreational needs and interest of the community. These needs will be met within the limitations of space and budget and in an atmosphere that is welcoming, respectful and businesslike. The **Middleton Community Library** will maintain, to the best of its ability, accurate and up-to-date reference and research sources for various age groups. The Middleton Community Library will strive to review these objective goals regularly and, if necessary, revise them in the light of new developments.

CONFIDENTIALITY OF LIBRARY RECORDS

The **Middleton Community Library** recognizes and respects the right of every citizen to privacy in regards to the materials borrowed from its resources. The **Middleton Community Library** and its Board of Directors/Trustees endorses *Tennessee Code Annotated Section 10-8-101 through 10-8-103* as its operations guidelines, respecting the right of citizens to select, borrow or use the library's materials, resources or services and that those rights shall be considered private and not subject to divulgence to other persons except pursuant to court order.

WHO MAY USE THESE FACILITIES

The **Middleton Community Library** serves all residents of the community. Service will not be denied or abridged because of religious, racial, social, economic status or political affiliations; or because of mental, emotional or physical limitations; age or sexual orientation.

The use of the **Middleton Community Library** may be denied for due cause. Such cause may be failure to return library materials or failure to comply with rules established regarding late fees, destruction of library property, disturbance of other patrons or any other illegal (within the confines of the law) disruptive or objectionable conduct on the physical and virtual premises of the **Middleton Community Library**.

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HOURS OF OPERATION

The **Middleton Community Library Board of Directors/Trustees** in conjunction with the library director shall set the following hours of operation for the facility at 110 Bolton Avenue.

Tuesday through Friday: 12:00 noon until 5:30 p.m

Saturday: 9:00 a.m. until 1:00 p.m.

Weather related closings and all other closings not previously noted will be at the discretion of the library director/Board of Directors/Trustees. When circumstances warrant closings and are known in advance, the information will be posted for the benefit of our patrons. We apologize for any inconveniences this may cause.

The **Middleton Community Library** will be **CLOSED** for the following holiday observances, only in the event that said holidays fall on one of the regular days of operation:

New Year's Day (January 1st)

Good Friday and the following Saturday

Independence Day (July 4th)

Veteran's Day (November 11th)

Thanksgiving Day and the following Friday and Saturday

Christmas Observances (December 24th—26th)

Floating Holidays established by the Board of Directors/Trustees

(These dates will be posted on the community board)

LIBRARY CONDUCT

The Board of Directors/Trustees of the **Middleton Community Library** set forth the following policies of behavior and proper conduct for the facility located at 110 Bolton Avenue. These policies have been established to protect and ensure the following:

1. The rights of individuals to use the library's materials and services.
2. The rights of the library employees and volunteers to conduct daily business without interference
3. The right to use the building, materials and services by the greatest number of patrons.

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4. To protect materials and facilities from harm.
5. To guarantee the safety of its patrons, employees and volunteers.

The Board of Directors/Trustees authorizes the director or his/her designee to revoke or restrict library privileges to any individual who behaves contrary to these rules. The Board of Directors/Trustees also authorizes the director to file charges against individuals who continually transgress these rules.

The rules for public behavior are listed below. Employees are authorized to bring to the attention of individuals any act that violates the rules and detracts from the decorum of the **Middleton Community Library**. Such an individual will be asked to change his/her behavior to conform to the established rules. If such change is not evident or forthcoming, that individual will be asked to leave the facilities. If the individual does not leave on his/her own accord, the authorities will be notified for their assistance.

Depending on the severity of the infraction, individuals who have been asked to leave the facilities may be barred from returning to the **Middleton Community Library**. Individuals who have been barred may be asked to speak with the director or his/her designee before privileges are reinstated. Use of this facility and its contents is a privilege and not a right. Juveniles will be asked to bring a parent or guardian to this conference.

Any misconduct that hinders the proper use of the **Middleton Community Library** or materials therein is prohibited. Such misconduct might include but is not limited to:

1. Loud or boisterous behavior
2. Conversation that is disturbing to other patrons, volunteers and employees.
3. Profanity or other abusive language toward other patrons and employees.
4. Abusing or defacing library furnishings, equipment and/or materials.
5. Running in library building.
6. Harassing others verbally or physically. Harassment may include initiating unwanted conversations or impeding access to the facilities.
7. Fighting on said property (inside and out).
8. The use of tobacco in any form anywhere in or around the library (within fifty feet of the
9. Possession, sale or use of alcoholic beverages or illegal substances in or on the grounds of the library.
10. Eating or drinking in the library (except for groups using meeting rooms or during library sponsored activities that require refreshments).
11. Sleeping in the library building, unless it is being used as a shelter due to a natural disaster.
12. Buying or selling of any kind, or solicitation for personal gain or charitable purposes other than those pertaining to the library.
13. Using electronic devices or personal listening equipment at a level that is disruptive to other patrons unless otherwise used with earphones.
14. Distributing literature, taking surveys or soliciting signatures for petitions or related activities.
15. Bringing pets inside the library (The exception will be granted for those patrons that require the assistance of a service animal).

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16. Being clothed in a manner that does not properly cover the body. This includes, but is not limited to, shirts and shoes for all ages.
17. Using emergency exits at times other than during an emergency.
18. The use of skateboards, scooters, basketballs or other athletic equipment is prohibited.

NOTE: An incident report must be completed and filed by the staff member involved with patrons who, because of the severity of their infraction of the above rules, have been asked to leave the premises. After two such incidents, the individual's library privileges will be suspended until the Board of Directors/Trustees are assured that the individual will not create future disturbances.

See Incident Report Form

RIGHTS RESERVED

The staff at the **Middleton Community Library** reserves the right to limit the number of individuals sitting together, especially when the group in question is disruptive to other patrons or staff and volunteers present.

The **Middleton Community Library** reserves the right to inspect all bags, purses, briefcases, backpacks, personal equipment, etc. when there is probable cause.

The **Middleton Community Library** reserves the right to refuse to renew books that are in great demand and to reserve certain reference books to be used in the library only.

BORROWING POLICIES

The Board of Directors/Trustees of the **Middleton Community Library** has adopted the following policies in regard to overdue, lost or damaged materials:

1. Lost or damaged materials must be paid for by the patron who is responsible. Charges will be applied at the time of loss according to the original purchase price of said book. A fee will also be applied to replace barcodes and other items needed to process a new book for circulation.
2. Items may be reserved in advance, but must be picked up within seven (7) days after notification of availability. Reserves are only made for established patrons whose accounts are in good standing.
3. Patrons may renew overdue items by phone.
4. We reserve the right to refuse to renew books that are in great demand and to reserve certain reference books to be used in the library only.

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5. Special arrangements may be made for community partner organizations.

Library staff members will not restrict the circulation of materials based on age, except that no patron under the age of eighteen (18) may check out DVDs. These items may only be checked out by an adult. Parents are responsible for maintaining the physical condition of materials checked out by their children, including loss, damages or overdue fines, and are wholly responsible for monitoring the appropriateness of materials that are checked out by their children.

LOAN PERIODS:

Materials may be checked out for the following periods:

BOOKS—Two (2) weeks

DVDs—One (1) week

AUDIO BOOKS—Two (2) weeks

FEES:

Charges for overdue materials shall be as follows:

BOOKS—Five (\$.05) cents per item per day

DVDs—Twenty-five (\$.25) cents per item per day

AUDIO BOOKS—Five (\$.05) cents per item per day

Any person applying for a library card at **Middleton Community Library** must reside in an area that is either in or touching Hardeman county. There is no charge for obtaining a library card, only a **\$5.00** fee to replace a lost or missing card. All patrons must fill out an official application card. Adults and anyone over the age of sixteen (16) must provide valid identification with legal address and current phone number. Patrons below the age of sixteen (16) should complete an application, which must be signed by a parent or guardian.

All patrons receiving a library card will be given a ***Welcome Brochure***. First time patrons are only allowed to check out two (2) items. Any items checked out after that are not limited.

Patrons who intentionally take, conceal or retain possession of any library material with the intent to permanently deprive the library possession of the material shall be in violation of *Tennessee Code Annotated* 39-14-103 and shall be considered punishable for the offense of shoplifting.

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Materials may be requested for patrons through interlibrary loan. The director may refuse interlibrary loan privileges if a patron has not shown responsibility in returning materials borrowed from the **Middleton Community Library** in a timely fashion.

See Interlibrary Loan Policy

SERVICES AND FEES

The **Middleton Community Library** offers the following services with fees listed:

Copies:

Reasonable request for copies will be honored at a charge of twenty-five (\$.25) cents per page. Patrons wishing to make numerous copies will be asked to use commercial copying establishments. Only library staff are allowed to make copies. Fees are payable at the time copies are made. Individuals are responsible for complying with copyright laws of the United States Code, Title 17.

Faxes:

There is a charge of twenty-five (\$.25) cents per page to fax. However, we cannot receive faxes due to problems with patrons who have not retrieved their faxes sent to the library, resulting in a loss of library supplies.

Printed Documents:

There is a charge of twenty-five (\$.25) cents per page to print black and white documents from the library's network printer. There is a charge of fifty (\$.50) cents per page to print in color.

DVD Cases:

In the event that a patron loses or damages the case to a DVD, they will be charged whatever amount it costs for a new copy of the title.

MATERIAL SELECTION

Printed Materials

Selection and retention of materials will be made in accordance with the **Middleton Community Library** Collection Development Policy. Memorial books may be selected or approved by the library director or other designated staff with the approval of the Board of Directors/Trustees.

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Audiovisual Materials

Videos of an educational and literary nature have top priority in purchasing. New movies, children's stories and classics/musicals are to be purchased in roughly equal amounts. Only one copy of any title will be purchased.

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting materials that have been withdrawn from or restricted within the collection may complete a Request for Consideration Form.

Collection Development Policy will be the guidelines for such matters.

See Collection Development Policy

VOLUNTEERS

The **Middleton Community Library** Volunteer program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects.

See Volunteer Policies

UNATTENDED CHILDREN

Parents may not leave children under the age of ten (10) years of age unattended in the library facilities located at 110 Bolton Avenue. Each parent/guardian is responsible for the behavior of their children while in the library.

If a child is left unattended in the library, the staff will attempt to locate his/her parent(s)/guardian(s). Staff are not permitted to remain after hours with an unattended child nor to give him/her a ride home. For the safety of the child, the staff will not leave a child under the age of ten (10) outside to wait on a ride. If a parent cannot be reached by the time the library closes, the authorities will be contacted and asked to escort the child home or keep in their custody until said parent(s)/guardian(s) can be contacted. Notification of your child's whereabouts will be posted on the library door in the event that they have to leave the premises.

Children ten (10) years old and older may be dropped off at the library as long as the child is using the library in an orderly manner. The parent(s)/guardian(s) are still held responsible for the child's behavior while in the library. If the child is disruptive, he/she will not be permitted back in the library without a parent/guardian present. The librarian reserves the right to decide to request the presence of an adult in the library with a teen or preteen due to previous circumstances. At the end of the operational day, all will be asked to wait outside and the library staff will not be required to wait with him/her. The parent(s)/guardian(s) will be held responsible for the safety of their children while waiting. The library's closing hours are posted prominently on the entrance doors.

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In any situation involving youth safety and specifically when parents(s)/guardian(s) or law enforcement personnel are contacted, staff will complete an incident report form. In cases of serious violations of the youth safety policy, the **Middleton Community Library** will notify the Department of Human Services.

BUDGETING AND PURCHASING

Gifts to the Library

The **Middleton Community Library** encourages the interest and involvement of citizens and organizations in its service program through contributions of book or non-book materials for collections, appropriate gifts which will enhance the physical environment and bequest, trusts or financial donations or other assets for the **Middleton Community Library** purposes.

Gifts of miscellaneous books or other materials are accepted with the understanding that items which are not added to collections will be disposed of at the discretion of the library. Any proceeds derived from such disposal may be used at the discretion of the administration for library improvement or staff development.

See Collection Development Policy

SPECIAL PROGRAMS

Programming Policy

A “program” is a planned interaction between the **Middleton Community Library** staff and the program participants for the purpose of promoting library materials, facilities or services, as well as offering the community informational, entertaining or cultural experiences.

Programming may include such activities as story times, summer reading programs for children, book clubs, etc. The library director has authority to plan and schedule appropriate programming.

Use of the Library

Unless special permission is granted by the Board of Directors/Trustees, use of the library facilities at 110 Bolton Avenue is limited to regularly scheduled library activities.

The library facilities will not be open to the public for any reason unless the director or a designated staff member is present for supervision

No additional furnishings, equipment other than projectors and screens, or refreshments other than those previously agreed upon is to be used with the permission of the Board of Directors/Trustees.

Groups using the library shall limit their numbers to those that can be seated and yet maintain proper emergency procedures. The director or staff member in charge shall have the final word on group size.

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Admission may not be charged to gain access to the library building to function therein.

Meetings held may not be closed to the press or the general public

No alcoholic beverages are allowed on the premises.

Gambling of any sort will not be permitted.

Groups using the library will be responsible for all damages that may occur during the time of the meeting.

The group using the library shall be responsible for leaving it as it was found (vacuumed and replacing tables and chairs to their original positions).

INTERNET ACCESSIBILITY

Purpose

The **Middleton Community Library** is providing access to the internet as a means to enhance the information and learning opportunities of its patrons. However, free access to the internet is extended to patrons as a privilege, not as an automatic right or as an obligation of the library. The Board of Directors/Trustees has established this internet use policy to ensure appropriate and effective use of this resource.

Access to the internet is available to all patrons; however, this service may be restricted or suspended at any time for use not consistent with the guidelines appointed in this document.

See Internet Use Policy

CHILD SAFETY ON THE INTERNET

Parents or guardians are responsible for the internet information selected and/or accessed by their children. Children who use the internet unsupervised may be exposed to inappropriate or disturbing information and images. Parents are encouraged to discuss the use of the internet in relation to family values and boundaries with their children and to monitor their children's use of the internet. The **Middleton Community Library** **will not** monitor the use of the internet by children.

See Computing Use Policy

See CIPA Policy

1. Children under 12 years of age may use the library's public access computers under the supervision of a parent or legal guardian. The parent/guardian will be required to agree to the **Internet Use Policy** posted on the screen of the work station's computer to begin their session. The parent will be required to physically sit beside them during the entire session. A

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- parent, whose child's behavior is considered to be disruptive by the director/staff, will be given one (1) warning. If the parent does not or cannot control their child's behavior, the computer session will be terminated. If the behavior is ongoing, the parent will be asked to leave the library premises. In cases of dispute, the library staff will make the final judgment in such cases.
2. Parents/guardians are solely responsible for their child's access of internet using their own electronic device via the library's wireless network.
 3. Children over the age of 12 may use the library's public access computers without adult supervision. The child will be required to agree to the **Internet Use Policy** posted on the screen of the work station's computer to begin their session. Any child, whose behavior is considered to be disruptive by the director/staff, will be given one (1) warning. If the child does not change their behavior, the computer session will be terminated. If the behavior is ongoing, the child will be asked to contact their parent in order to leave the library premises. If, after every attempt to locate a parent, the child cannot be picked up, the authorities may be contacted, should the need arise. In cases of dispute, library staff will have the final judgment in such cases.
 4. Parents or legal guardians are responsible for any damage done by their children to library equipment or materials.