



Library Policies

Pinetop-Lakeside, AZ
May 18, 2016

pinetoplakesidelibrary.org

TOWN OF PINETOP-LAKESIDE

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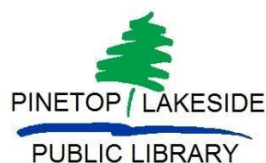


Table of Contents

1. PINETOP-LAKESIDE PUBLIC LIBRARY	5
1.1. Town Code Chapter 12.20	5
1.2. About the Library	8
1.2.1. Mission	8
1.2.2. Vision	8
1.2.3. Tagline	8
1.2.4. Brand	8
1.2.5. Library Building Design	8
1.2.6. Web Presence	8
1.2.7. Organizational Chart	8
1.2.8. Library History (selected)	9
1.3. Library Fee Policy	9
1.4. Sponsorship Policy	10
1.5. Volunteer Policy	10
1.5.1. Library Volunteers	10
1.5.2. Read to a Dog Program Volunteers	11
1.6. Friends of Pinetop-Lakeside Library Policy	11
2. LIBRARY FACILITY	12
2.1. Use of Facility Policy	12
2.2. Bulletin Board Display Policy	12
2.3. Display of Artwork Policy	12
3. LIBRARY USERS	14
3.1. Library Card Policy	14
3.1.1. Registration	14
3.1.2. Loans and Renewals	14
3.2. Privacy Policy	14
3.2.1. Library User Privacy	14
3.2.2. Library Website	14
3.3. Rules of Conduct Policy	15
3.3.1. Disruptive Behavior	15
3.3.2. Threatening Behavior	15
3.3.3. Clothing	15
3.3.4. Hygiene	15
3.3.5. Public Display of Explicit Sexual Materials	15

3.3.6.	Food and Drink.....	15
3.3.7.	Loitering.....	15
3.3.8.	Smoking.....	16
3.3.9.	Substance Abuse.....	16
3.3.10.	Theft or Damage.....	16
3.3.11.	Trespassing.....	16
3.3.12.	Animals.....	16
3.3.13.	Unattended Children.....	16
3.3.14.	Disciplinary Action.....	16
3.4.	Community Input Policy.....	17
3.5.	Lost and Found Policy.....	17
4.	LIBRARY MATERIALS.....	18
4.1.	Collection Development Policy.....	18
4.1.1.	Selection Criteria.....	18
4.1.2.	Responsibility for Selection.....	18
4.1.3.	Format of Materials.....	18
4.1.4.	Resource Sharing.....	18
4.1.5.	Gifts and Donations.....	18
4.1.6.	Disposal of Library Materials.....	19
4.1.7.	Access.....	19
4.1.8.	Reconsideration of Library Materials.....	19
4.2.	Interlibrary Loan Policy.....	20
4.3.	Computer and Equipment Use Policy.....	21
4.4.	Internet Use Policy.....	21
5.	LIBRARY PROGRAMS.....	23
5.1.	Programming Policy.....	23
5.2.	Partnership Policy.....	23
6.	AMERICAN LIBRARY ASSOCIATION POLICY STATEMENTS.....	24

1. PINETOP-LAKESIDE PUBLIC LIBRARY

This manual includes policies adopted by Pinetop-Lakeside Town Council pursuant to Town Code Chapter 12.20: Pinetop-Lakeside Public Library. It shall be used in conjunction with the Library Procedures to provide library users and staff with rules and regulations for the use and operation of the library.

1.1. Town Code Chapter 12.20

(Note: This chapter is reproduced here for convenience only; the official text is available at Town Hall and online at www.codepublishing.com/AZ/pinetoplakeside.)

Town Ordinance 14-382
Title 12 STREETS, SIDEWALKS AND PUBLIC PLACES
Chapter 12.20 Pinetop-Lakeside Public Library

Sections:

- 12.20.010 Purpose.
- 12.20.020 Library.
- 12.20.030 Library Director.
- 12.20.040 Library Facilities.
- 12.20.050 Library Users.
- 12.20.060 Library Materials.
- 12.20.070 Overdue Library Materials.
- 12.20.080 Library Computers.
- 12.20.090 Rules of Conduct.
- 12.20.100 Enforcement.

12.20.010 Purpose.

The purpose of this Chapter is to establish and provide for the development and adoption of rules and regulations for the use and operation of the Town Library. The official name, "Pinetop-Lakeside Public Library" (referred to as "Library" in this Chapter), was established by Ordinance No. 13-377 on December 5, 2013.

12.20.020 Library.

The Library is a department of the Town of Pinetop-Lakeside (hereinafter the "Town") and a member of the Navajo County Library District. The Library may also coordinate with, and participate in, programs and policies of the Arizona State Library, Archives and Public Records.

12.20.30 Library Director.

- A. The Library Director reports to, and is supervised by, the Town Manager, who will have the following powers and duties in relation to the Library:
1. To oversee the facilities, programs, and services.
 2. To establish and recommend to the Town Council, for approval by Resolution, proposed policies, rules, and regulations relating to the acquisition, conservation, and use of Library facilities and materials.
 3. To make recommendations to the Town Council, for approval by Resolution, of the usage charges for room rental, equipment use, damage or loss of Library materials, and overdue fees.
 4. To develop a continuing plan for the Town's Library programs.
 5. To advise the Town Council of priorities for the Library for budget preparation.
 6. To supervise and direct the activities of each Library staff member.

12.20.40 Library Facilities.

- A. The Library is a public facility and is open to members of the public during its normal business hours. The use of Library facilities will be conducted in accordance with the Town of Pinetop-Lakeside, Use of Facility Rules and Regulations.
- B. Although the Library is a public facility, it should not be used for the purpose of furthering a political campaign for public office, and campaign materials may not be distributed in the Library. Individuals may gather signatures for petitions or distribute materials outside the Library, and must conduct themselves in such a way that does not create litter nor impede Library users' access to and enjoyable use of the Library.
- C. Individuals may distribute informational materials outside the Library, and must conduct themselves in such a way that does not create litter nor impede Library users' access to, and enjoyable use of, the Library.
- D. Charges for room rental, equipment use, damage or loss of Library materials, and any overdue fees will be set by Town Council Resolution. The fees for damage, loss, or overdue Library materials will be set in accordance and coordination with the Navajo County Library District.

12.20.50 Library Users.

- A. A Library card is available to residents of the Town of Pinetop-Lakeside, as well as residents of Navajo County. Library cards allow residents to borrow Library materials, download digital media, and access online databases.
- B. Cardholders must agree to observe all rules and regulations of the Library, to pay all charges for the damage or loss of Library materials and any overdue fees, and to give immediate notice of any change of address, phone number, email, or lost card.
- C. Visitor access by non-residents is allowed to Library facilities. Check out policies and fees may be recommended to Town Council and approved by Resolution.

12.20.060 Library Materials.

Library materials are selected on the basis of informational, educational, cultural, and recreational value. Materials are selected in compliance with the mission and goals of the Library.

12.20.70 Overdue Library Materials.

A. All Library materials that are returned after the due date will be charged extended use fees or for loss of Library materials as set by Resolution of the Town Council. As a courtesy, Library staff will send notices to the cardholder.

B. After the Library sends a final notice, Library staff may bar the cardholder's account, meaning the cardholder cannot check out Library materials from any Library in the Navajo County Library District until the overdue materials have been returned and the fees have been paid.

C. The Library may submit unpaid accounts to a collection agency.

D. Damage or destruction of Library materials may, in appropriate circumstances, be pursued as a criminal matter to be investigated and turned over to law enforcement and prosecuted under State Statutes.

12.20.80 Library Computers.

A. The Library maintains computers for Library users and provides filtered Internet access. Internet access is available via the Library's public access computers or the Library's wireless network.

B. All users are expected to use these resources in a responsible, courteous, and legal manner.

C. Any user who fails to comply with all applicable laws, rules and regulations may have their Internet and/or Library privileges suspended, and any serious violation may result in legal action.

12.20.090 Rules of Conduct.

Rules of conduct and policies on patron use and attendance may be recommended for approval by motion and vote of the Town Council.

12.20.100 Enforcement.

Violation of any portion of this code, or of any laws, shall subject the offending party to liability for any loss or damage, to suspension or potential deprivation of Library privileges and use of facilities. Violation of any portion of this Code is also subject to the general enforcement provisions of Town Code § 1.20 "Enforcement and Penalties."

1.2. About the Library

1.2.1. Mission

To provide access to information, materials, and services for community residents of all ages.

1.2.2. Vision

To become the heart of our community by providing: a safe, fun, and engaging facility for community members to visit; library materials and services that meet the needs of our community; and library programs that inform, entertain, and inspire.

1.2.3. Tagline

The heart of our community.

1.2.4. Brand

The library’s brand shall be closely aligned with the Town of Pinetop-Lakeside’s brand. Refer to the Marketing Plan for further details.

1.2.5. Library Building Design

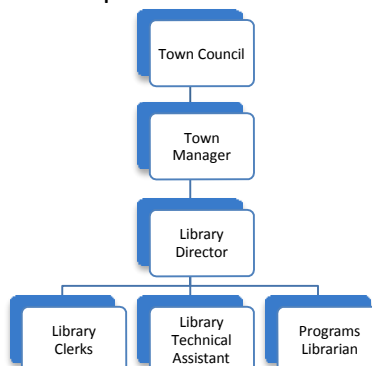
The library is housed in a 5,760 sq. ft. brick and mortar building at 1595 Johnson Drive in Pinetop-Lakeside. The building is named “Larson Memorial Building” in honor of Wallace H. Larson.

1.2.6. Web Presence

The library maintains an online presence to meet the needs of library users. Refer to the Web Presence Plan for further details.

1.2.7. Organizational Chart

Library staff collaborate on all projects and work functions; therefore, there are no formal divisions within the library. The Library Director supervises and directs the activities of each staff member. The Library Director reports to the Town Manager and is a member of the Town’s leadership team.



1.2.8. Library History (selected)

The library was established in 1930 as “Lakeside Public Library” with the acquisition of 3,000 books at a cost of \$500 from a prominent Holbrook lawyer and county attorney, Thorvald Larson (no relation to Wallace H. Larson). Fire destroyed the library collection the following year. In 1954, the Arizona Legislature presented a \$400 memorial fund to the Library Advisory Board to build a library in memoriam of Wallace H. Larson. In 1955, a new library was established in the old red stone Lakeside School building, combining the school library and the public library. In 1957, yet another fire destroyed the building. In 1963, the library rented a portion of the “long building” in Lakeside and reopened with a collection of 583 books. In 1964, “Wallace H. Larson Memorial Library” was established.

In 1969, the Library Advisory Board obtained an agreement with Blue Ridge Unified School District and United States Forest Service for a building to be constructed on a corner of the school grounds. The new 832 sq. ft. library opened in the spring of 1971. In 1979, volunteers began construction on an addition, which was completed in 1983.

In 1984, the communities of Lakeside and Pinetop incorporated as the “Town of Pinetop-Lakeside.” Town Ordinance No. 8 (3/7/1985) established the library as a department of the Town with the Library Advisory Board continuing as an advisory board. The Library Advisory Board absolved in 1992.

Friends of Pinetop-Lakeside Library was formed in 1999 to raise funds for the library and support a long-needed expansion. Also that year, the Town purchased Real Property from Blue Ridge Unified School District in order to obtain a federal construction grant to expand the facility. In 2000, the current 5,760 sq. ft. library was completed, incorporating the original frame structure of the 1971 building. Town Ordinance No. 13-377 (12/5/13) changed the name of the library from “Wallace H. Larson Memorial Library” to “Pinetop-Lakeside Public Library;” the library building was named “Larson Memorial Building.”

1.3. Library Fee Policy

The library shall make every attempt to provide materials, programs, and services for free; however, certain fees are necessary to ensure that all library users have equitable access. Charges for room rental, equipment use, damage or loss of library materials, and any overdue fees will be set by Town Council resolution. The fees for damage, loss, or overdue library materials will be set in accordance and coordination with Navajo County Library District. The library may submit unpaid accounts to a collection agency [Town Code Chapter 12.20.040(D), 12.20.050(C), and 12.20.070(C)].

1.4. Sponsorship Policy

The library welcomes sponsorship from local business, corporations, families, and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available.

The following principles will guide the library in the solicitation and acceptance of gifts, grants, or support to enhance or develop library programs, materials, and services:

- All gifts, grants, and in-kind support must further the library's mission and vision.
- All gifts, grants, and in-kind support must safeguard equity of access to library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community. Sponsors may not direct the selection of collections or require endorsement of products or services.

The library will ensure that each sponsor receives acknowledgement, and public recognition to the degree that the donor is willing. The following guidelines will be used in providing acknowledgement to, and recognition of, sponsors:

- The library will send all sponsors a letter of acknowledgement for gifts of money and in-kind support.
- Public acknowledgement of sponsorship in the library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo.
- For gifts and/or sponsorships valued at over \$500, the library may submit a press release to local newspapers if the sponsor is willing.

All gifts, grants, and in-kind support given with special requirements must be approved by the library. The library reserves the right to make decisions regarding the implementation of each gift, grant, gift, or in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with the library.

1.5. Volunteer Policy

The library encourages the participation of community members to contribute to routine operations and special programs or projects at the library.

1.5.1. Library Volunteers

Tasks which volunteers may perform include, but are not limited to, shelving library materials; repairing library materials; processing library materials; blocking/shelf reading; library materials; providing technical assistance; and participating in programs. Those interested in volunteering must submit an application. The library reserves the right to reject volunteer applications and to discontinue volunteer opportunities at any time.

In recognition of volunteers' significant contributions to the library, volunteers who are registered cardholders are entitled to the same borrowing privileges as library staff, as well as an annual volunteer appreciation gift, as the library budget allows. All volunteers must sign in and sign out with library staff.

The Town does not have insurance coverage for community service workers; therefore, no community service workers may volunteer at the library.

1.5.2. Read to a Dog Program Volunteers

The library recognizes the importance of early literacy and its role in fostering lifelong readers. Studies have shown that reading to a dog improves children's reading skills, self-confidence, and engagement in the community by providing them with a nonjudgmental, comfortable, and safe environment. Therefore, the library will strive to offer reading to a therapy dog as one of its library programs. All dogs and volunteer handlers must:

- Be certified as a therapy dog by an accredited organization.
- Have an active insurance policy.
- Be registered with the library.
- Provide a copy of the certification and insurance to the library.

1.6. Friends of Pinetop-Lakeside Library Policy

Friends of the Library, Town of Pinetop-Lakeside, Inc. is a non-profit 501(c) (3) that exists to raise money and public awareness in the community to support the services and programs of the library. The library recognizes the important role of Friends of the Library, and as a result, agrees to:

- Include Friends of the Library in the long-term planning process to ensure that they are aware of the goals and direction of the library.
- Supply Friends of the Library with a budget request document each year that indicates the anticipated needs for their support.
- Provide Friends of the Library with attempt to provide space in the library for meetings, temporary book storage, and used book sales.
- Have the Library Director attend meetings, whenever their schedule allows, as a non-voting member to report on library activities and answer questions.
- Collect monies on behalf of Friends of the Library for fundraising activities.

2. LIBRARY FACILITY

2.1. Use of Facility Policy

The library is a public facility and is open to members of the public during normal business hours. The use of library facilities will be conducted in accordance with the Town of Pinetop-Lakeside Use of Facility Rules and Regulations [Town Code Chapter 12.20.040(A)].

Library users are allowed to plug in their electronic devices at designated locations throughout the library. The library may also maintain a charging station for users' mobile devices.

2.2. Bulletin Board Display Policy

The library provides space on public bulletin boards for announcements and notices of local community events, as well as designated space for the distribution of printed materials. Some bulletin boards are reserved for exclusive use by the library, including library support organizations and governmental entities. Due to space limitations, the may limit information to:

- Announcements of cultural, social, or entertainment activities.
- Material and events sponsored by nonprofit organizations.

The library retains the right to refuse posting any items, such as indecent or inappropriate items or items devoted to the sale, advertising, or solicitation of products or services. Items will be posted or made available on an equal basis, subject to available space, regardless of the beliefs or affiliations of the individuals or groups represented; however, all items must be approved and physically placed by the library. The library may also discard items not approved for placement and excess copies of any items received. The library will remove items after the date of the event, or after thirty days, whichever is later. The library does not assume any responsibility for items.

2.3. Display of Artwork Policy

The library encourages local artists to display their artwork at the library. Artists may display their artwork under the following conditions:

- The library has a small designated exhibit space known as the "Artists' Nook"; additional artwork may be displayed on available walls or countertops at the discretion of the library.
- The library is not responsible for any artwork that is lost, damaged, or stolen while on exhibit or display.
- The library does not insure any artwork; however, if the artist purchases insurance, they should submit a copy of the insurance policy to the library for the duration of the exhibit.

- The library will hang or display the artwork; the artist must get prior approval from the library for the use of any signage.
- The term of the exhibition begins when the artwork is delivered to the library and shall run through the agreed upon exhibit end date, if applicable.
- The library has the absolute right, in its sole discretion, to remove or to relocate any artwork.
- The artist agrees to indemnify and hold the library, Town, employees, or designated representatives, harmless from any type of intellectual property infringement, including but not limited to patent, copyright, or trademark infringement and any personal injury or property damage claim, now or in the future, that they may suffer as a result of the exhibition.
- The library will not charge for the right to display artwork.

Subject to the prior permission of the library, works of art may be offered for sale, with prices established by the artist. In some cases, a specified percentage of all proceeds may be donated to the library. The artist is responsible for conducting the sale of any work directly with the purchaser; not through the library. Works that are not available for purchase must be clearly designated “NFS” (Not for Sale). Works that are sold must remain on exhibit throughout the designated period, unless replaced with another piece of artwork.

Interested artists must submit an application and waiver for review and approval by the library. The library reserves the right to decline content that is decided not to be appropriate for display.

3. LIBRARY USERS

3.1. Library Card Policy

3.1.1. Registration

A library card is available to residents of Pinetop-Lakeside, as well as residents of Navajo County [Town Code Chapter 12.20.50 (A)]. There is no fee to receive a card; however, there is a replacement fee to reissue a second lost card.

3.1.2. Loans and Renewals

Cardholders must use their library card to check out library materials. Certain library materials cannot be checked out of the library. All other items can be checked out based on the type of the item. Due to shortages in certain collections, the library may limit the number of library materials that can be checked out by type, material, or subject. In addition, some library materials cannot be renewed, such as materials that have a waiting list, or are on an account that has accrued fees above a certain dollar amount.

3.2. Privacy Policy

3.2.1. Library User Privacy

In accordance with A.R.S. §41-151.22, the library shall not allow disclosure of any record or other information which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library. Such records are only disclosed if necessary for the reasonable operation of the library; on written consent of the user; on receipt of a court order; or if required by law (e.g., USA Patriot Act [Public Law 107-56], which also prohibits library staff from informing library users if federal agents have asked about, or obtained, library records).

3.2.2. Library Website

The library will collect and store information from the library's website to measure the number of visitors to different areas of the website to assist in making the site more useful. This information may include the:

- IP address of the user's computer or Internet Service Provider.
- Date and time the user accessed the site.
- Pages that were accessed and how users navigated the site.

Website data is maintained separately from individual library account data. Library staff cannot look up library users' records to determine what websites or pages were visited. The library may also collect and store information from other third party web-based services that the library uses in order to assist in making the service more useful.

3.3. Rules of Conduct Policy

The library welcomes community members to use library services, materials, programs, and facilities. Library users and staff have the right to assume that their visit to the library will be free from physical discomfort, danger, emotional stress, and harassment. It is therefore the goal of the library to maintain a quiet, pleasant environment that is conducive to serious study, as well as casual use. Library users are subject to all applicable laws, as well as all library policies, including but not limited to:

3.3.1. Disruptive Behavior

In accordance with A.R.S. §13-2904, disorderly conduct is prohibited. Disruptive behaviors include, but are not limited to, loud conversations; disruptive use of mobile devices; music (if the sound is transmitted to others, even if using headphones); creating a disturbance; and obscene or abusive language.

3.3.2. Threatening Behavior

In accordance with A.R.S. §13-1202, threatening or intimidating is prohibited.

3.3.3. Clothing

Library users must be fully clothed, including shirts and shoes.

3.3.4. Hygiene

In accordance with A.R.S. §13-2917 (Public Nuisance) and §13-2908 (Criminal Nuisance), anything injurious to health, indecent, or offensive to the senses is prohibited.

3.3.5. Public Display of Explicit Sexual Materials

In accordance with A.R.S. §13-3507, explicit sexual material upon public display is prohibited.

3.3.6. Food and Drink

Food and drink are allowed; however, library users should avoid noisy items and messy items that may damage library materials or equipment. Library users must use drinks with lids and properly dispose of all trash.

3.3.7. Loitering

In accordance with A.R.S. §13-2905 and Town Ordinance 09-325 §2, soliciting or engaging in any business, trade, or commercial transaction involving the sale of merchandise or services, begging, or gambling is prohibited. Limited tutoring is allowed.

3.3.8. Smoking

In accordance with A.R.S. §36-601.01 and Town Ordinance 98-150 §3, smoking is prohibited in the library and within 20 feet of the library.

3.3.9. Substance Abuse

In accordance with A.R.S. §Title 13, Chapter 34, use of, or impairment by, drugs or alcohol is prohibited.

3.3.10. Theft or Damage

In accordance with A.R.S. §13-1802 and §13-1620, willful destruction of, or damage to, any library property, or removal of said property from the building without authorization (through established lending procedures) is prohibited.

3.3.11. Trespassing

In accordance with A.R.S. §13-1502, trespassing is prohibited.

3.3.12. Animals

Animals, including pets, are prohibited; however, in accordance with A.R.S. §41-1492.01 (Arizonans with Disabilities Act), this prohibition does not apply to service animals or animals that are part of a library program, such as certified therapy dogs.

3.3.13. Unattended Children

Parents/guardians or caregivers are responsible for monitoring and regulating the behavior of their children. Children under the age of 11 may not be left unattended in or on the grounds of the library. For the safety and comfort of children, a responsible parent/guardian or caregiver over the age of 14 must remain with the child while they use the library. Children over the age of 7 may attend library programs without a parent/guardian or caregiver; however, the parent/guardian or caregiver must remain inside the library during the program. Unattended children will be asked to call their parents for pick-up. If unable to reach their parents, library staff will contact the Pinetop-Lakeside Police Department.

3.3.14. Disciplinary Action

Violation of any portion of these rules of conduct, or of any laws, shall subject the offending party to liability for loss or damage, summary suspension or permanent deprivation of the facilities and privileges of the library, or other such disciplinary action.

3.4. Community Input Policy

The library actively solicits feedback from community members through comment cards or by speaking with library staff. If a library user leaves his or her contact information, the library will investigate the matter and reply to his or her comments. The library will generally conduct an annual customer survey on library services, as well as more specific customer surveys as needed.

3.5. Lost and Found Policy

The library is not responsible for the security of any personal items brought into the library. Library users are expected to keep their belongings, especially valuables, such as mobile devices, within their sight at all times.

The library shall maintain and dispose of unclaimed property and lost and found items in accordance with A.R.S. §12-941 (Unclaimed Money or Property in Hands of Public Officer) and §9-402 (Sale and Disposition of Property); Town Code Chapter 2.24 (Forfeiture of Personal Property); and any other applicable law, rule, or regulation. The library will retain unclaimed property in a location at the library for 30 days, except for hazardous and/or perishable items, which the library will dispose of immediately. Items that are not claimed after 30 days will be disposed of in accordance with the above-listed statutes. The library shall retain records of these transactions for 2 years in accordance with A.R.S. §12-941 and §9-402.

4. LIBRARY MATERIALS

4.1. Collection Development Policy

The library strives to be a cornerstone of the community and seeks to integrate diverse perspectives into the fabric of its collection and programs.

4.1.1. Selection Criteria

Library materials are selected on the basis of informational, educational, cultural, and recreational value. Materials are selected in compliance with the mission and vision of the library [Town Code Chapter 12.20.060].

4.1.2. Responsibility for Selection

Although all library staff may be involved in the selection and development process, the ultimate responsibility for materials selection and the development of the collection rests with the Library Director.

4.1.3. Format of Materials

Library materials may be available in a variety of formats. Factors governing the choice of format include anticipated use, storage requirements/space, ease of access, and the format of earlier editions. When all other factors are equal, ease of access by the public is the primary consideration. The library retains the right to actively develop certain formats, including newer formats over older formats.

4.1.4. Resource Sharing

Due to limited budget and space, the library is unable to provide all library materials that are requested; therefore, the library will attempt to borrow materials from other libraries when necessary. This includes member libraries of Navajo County Library District and Navajo County Library District rotating collections, as well as other public libraries in the United States. The library agrees to lend its materials to other libraries through the interlibrary loan network. See the Resources Access and Attainment Policy for further details.

4.1.5. Gifts and Donations

The library accepts gifts and donations of materials and monetary funds. The library will use monetary gifts to support its mission and vision. The library reserves the right to evaluate all gifts in accordance with the criteria applied to materials that the library purchases. The library may refuse items which do not meet the library's collection development guidelines. The library makes a letter for tax purposes available to all donors. No other conditions may be imposed relating to any gift or donation. Gifts of materials are accepted with the understanding that items which are not added to the

collection will be donated to Friends of Pinetop-Lakeside Library for used book sales or disposed of (recycled) in accordance with all applicable laws.

4.1.6. Disposal of Library Materials.

The withdrawal of library materials (also called “weeding” or “discarding”) from the collection is a continual process directly related to collection development and collection management. Library materials that are worn, damaged, outdated, duplicated, no longer accurate, or no longer used, may be removed from the collection. In most instances, weeded materials will be donated to the Friends of Pinetop-Lakeside Library for sale in used book sales, donated to other non-profit organizations, or disposed of (recycled) in accordance with all laws.

4.1.7. Access

The library recognizes that full, confidential, and unrestricted access to information is essential for library users to exercise their rights as citizens. While anyone is free to select or reject materials for themselves or their own child, the freedom of others to read or inquire cannot be restricted. See the American Library Association’s Freedom to Read Statement and the Freedom to View Statement for further details. In addition, the library does not stand in loco parentis. Parents and guardians have the responsibility to guide and direct the reading, listening, and viewing choices of their own child. Selection of adult collection materials is also not inhibited by the possibility that the items may be utilized by minors. The library collection is organized and maintained to facilitate access. The library will not label, restrict, sequester, or alter library materials because of any controversy about the author, subject matter, or intended or potential audience.

4.1.8. Reconsideration of Library Materials

The library recognizes that some library materials may be controversial and that any given item may offend some library users; therefore, whenever a library user objects to the presence or absence of any library materials, they may complete a request for reconsideration of library materials form. The library will consider whether the materials meet the selection criteria outlined in this policy and will make a decision regarding whether or not to add or withdraw the materials within two weeks, with written reasons for the decision conveyed to the complainant. If the complainant is not satisfied with the library’s decision, he or she may bring the matter before the Town Manager. The Town Manager’s decision shall be final. Library materials subject to complaint shall not be removed from use and circulation pending final action. Materials under court consideration will also remain available until a final ruling is made.

4.2. Interlibrary Loan Policy

The library is committed to assisting library users obtain information resources. The library accomplishes this through several outlets, including purchasing library materials, borrowing from other libraries, utilizing online databases and Internet resources, and suggesting outlets for the library user to purchase materials if the library is unable to acquire said materials.

The library provides Interlibrary Loan services in order to improve and expand the resources available to its users. Interlibrary Loan is a service that allows library materials to be made available from one library to another through reciprocal borrowing, in accordance with the respective libraries' policies and the Arizona State Library, Archives and Public Records' [Resource Access and Attainment Policy](#) (July 1, 2013). The library will provide Interlibrary Loan services to library users at no charge and will lend materials free of charge to Arizona libraries and other libraries nationwide in accordance with the following guidelines:

1. Library users must have a library card from a member library of Navajo County Library District and must be in good standing with up-to-date contact information, no overdue materials, and no outstanding fees.
2. Library users may request up to eight (8) items per month. This restriction enables the library to keep costs down and continue to pay postage costs for library user's requests.
3. Items published within the past twelve (12) months will not be requested via Interlibrary Loan.
4. Since genealogy materials are primarily non-circulating, library users desiring genealogy materials should identify sources that are willing to lend these materials before placing Interlibrary Loan requests.
5. Library users may not request items from libraries outside the United States. The library will not send items outside the United States.
6. The library will attempt to obtain items from libraries that do not charge. In the event that the lending library charges, these charges will be passed on to the library user. The library will contact the library user prior to processing the request and will not proceed if the library user refuses to pay the costs.
7. The library will attempt to purchase requests of current, popular items that are low cost and would appeal to other library users in preference to incurring the postage and processing costs of Interlibrary Loans.
8. If a library user loses or damages materials, consistently returns materials late, or fails to pick-up materials that were ordered, the library may suspend that user's privileges.

4.3. Computer and Equipment Use Policy

The library maintains computers for library users [Town Code Chapter 12.20.80], as well as office, audio/visual, and other technological equipment. Some equipment can only be used in the library; other equipment can be checked out. See the Technology Plan for further details.

Library users agree to:

- Be a registered cardholder in good standing.
- Utilize the library's computer management software.
- Use computer equipment and software as installed and not change any computer settings; if a user needs to change a setting, they should ask staff for assistance.
- Agree to cover the cost of damage and/or cost of replacement of any or all parts due to loss.

Any user who fails to comply with these policies may have their computer, equipment, and/or library privileges suspended, and any serious violation may result in legal action.

4.4. Internet Use Policy

The library provides free filtered Internet access in accordance with A.R.S. §13-3501, §13-3506, §13-3507, §34-502, and 47 USC §254(h) [the Child Internet Protection Act (CIPA)]. Internet access is available via the library's public access computers or the library's wireless network (Wi-Fi™). While much of the information accessed on the Internet can be valuable, users may also find information that is outdated, incomplete, personally offensive, or illegal. The library is unable to monitor, and has no control over, information accessed over the Internet. Therefore, users must take responsibility for their own activities online; the library assumes no liability for any damages, direct or indirect, arising from providing Internet access. All users are expected to use this resource in a responsible, courteous, and legal manner. The wireless network is not secure and users should note that information sent from, or to, their device can be captured by anyone with the appropriate equipment.

Internet users shall:

- Comply with all laws, including, but not limited to the display of content harmful to minors as defined in A.R.S. §13-3501. As stated in A.R.S. §13-3507, this constitutes a Class 6 felony, which can result in fines or imprisonment of up to one year for a first offense. **THE LIBRARY HAS ZERO TOLERANCE FOR INDIVIDUALS WHO VIOLATE THIS POLICY.** If a user is found in violation of this statute, library staff will ask them to leave and may notify the police.
- Respect the privacy and sensibilities of other library users.
- Be responsible for their computer usage; the library is happy to assist users in accessing the Internet, but is generally unable to provide in-depth personal training in the use of the Internet or of personal devices.

- Submit a site review request if they would like for the library to unblock a website; however, staff will not override filters for children under the age of 18.

Any Internet user who fails to comply with these policies may have their Internet and/or library privileges suspended, and any serious violation may result in legal action as referred to in the above-listed statutes.

5. LIBRARY PROGRAMS

5.1. Programming Policy

In accordance with its mission, the library shall provide events and activities to enrich the lives of community residents of all ages. Programming is an integral component of library service that:

- Expands the library's role as the heart of the community.
- Introduces community members and non-users to library resources.
- Provides entertainment and enrichment.

All library programs are open to the public. The library may charge a fee for certain types of library programs, in accordance with the Town of Pinetop-Lakeside Fee Schedule set by Town Council. Registration may be required for planning purposes or when space is limited. Programs may be held at the library or at an off-site location. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

5.2. Partnership Policy

The library shall seek out partnerships with community agencies and organizations. These may include, but are not limited to, Navajo County Library District and Navajo County Library District member libraries, community organizations, and nonprofit organizations.

6. AMERICAN LIBRARY ASSOCIATION POLICY STATEMENTS

The library recognizes the importance of national standards and collaboration within the library profession and supports the following American Library Association (ALA) statements:

Library Bill of Rights

www.ala.org/advocacy/intfreedom/librarybill

Privacy: An Interpretation of the Library Bill of Rights

www.ala.org/Template.cfm?Section=interpretations&Template=/ContentManagement/ContentDisplay.cfm&ContentID=132904

The Freedom to Read Statement

www.ala.org/advocacy/intfreedom/statementspols/freedomreadstatement

The Freedom to View Statement

www.ala.org/vrt/professionalresources/vrtresources/freedomtoview

The Declaration for the Right to Libraries

<http://www.ala.org/advocacy/declaration-right-libraries>