

# **Prosper Community Library Policies**

## **Mission Statement**

To inform, encourage, engage, and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning, and build community.

The library upholds and supports the “Library Bill of Rights.”

## **Purpose of Policy**

This document states the policies and plans governing the Prosper Community Library.

## **Hours of Operation**

The library's hours of operation are intended to serve the needs of the greater community. Hours of operation of the library facility will be recommended by the Library Director and Library Board, with approval of the Executive Director of Community Services, Town Manager, or Town Council. Hours of operation are dependent upon budget, staffing levels, and usage patterns. Hours may be modified, reduced, or extended depending upon these factors. Business hours are subject to change due to town recognized holidays, emergencies, inclement weather or by other library actions.

## **Circulation Policy**

Borrowing materials from the Prosper Community Library is a service and a privilege extended by the Town of Prosper to facilitate the use of its library materials, programs, and space. The Library Director is authorized to promulgate and enforce such rules, procedures, and limitations as may be necessary for the protection of the town's library property as well as for the widest and best use of the materials and space. This includes limiting by type, subject, format, quantity, and time the materials which may be circulated. The library is also authorized to establish rules, procedures, and parameters for the provision of borrower registration privileges, library card uses, and the renewal of privileges. Misuse, abuse, or neglect of returning library materials repeatedly may result in forfeiture of library membership.

## **Patron Registration**

Any taxpaying resident of the Town of Prosper, upon completion of an application, proof of identification and Town residency, is eligible for free library membership. Identification will be a valid US or Texas government photo. Proof of residency will be confirmed through CAD (County Appraisal District). In lieu of an expired or invalid government issued photo ID card and/or CAD verification, some form of official photo identification and, a lease/home closing documents and/or most current utility bill (i.e., water/sewer, gas, electric) may suffice.

There are two (2) categories of membership to obtain library cards:

- Free permanent as well as limited memberships are available to those who can document\* that they live in a household that receives/pays a Town of Prosper utility bill and the CPR/C48 (Prosper Town) tax.
  - In-person renewal is required bi-annually (every 2 years).

- Paid memberships apply to those who do not pay a Town of Prosper utility bill or the CPR/C48 (Prosper Town) tax. The cost is \$50 per library card holder annually.
  - In-person membership renewal and payment are required annually.

**Acceptable Residence Verification Documents:**

There are two primary ways to prove residency:

1. Present a valid/non-expired government issued photo identification indicating your correct address.
2. If the photo ID does not indicate applicant's correct address, the applicant will also need a paper or digital utility bill (water, sewer, gas, electric) indicating services to the place of residence in addition to a photo ID.
  - If the applicant is a new resident and has not yet received a utility bill, closing documents or rental/lease agreement indicating place of residence will suffice. Purchase contracts are not accepted.

Collin or Denton County's Appraisal District databases may be referenced to determine which city or town the applicant pays their taxes to. These databases can be found at [www.collincad.org/](http://www.collincad.org/) or [www.dentoncad.com/](http://www.dentoncad.com/).

Non-residents must pay an annual membership fee of \$50 per card. Identification requirements are the same for a resident. Membership is non-refundable and is not prorated.

A Temporary Membership may be obtained with other forms of identification. See library staff for qualifications and rules for this type of adult membership.

By applying for a library card and the associated privileges, the individual agrees to abide by all policies and rules of the library and acknowledges responsibility for all items checked out on the card including reasonable care and protection from damage. By use of the library card the patron agrees to pay for any lost or damaged materials checked out on the card as well as any fees assessed on the account. The patron also agrees to promptly notify the library if the card is lost or stolen.

The parent accepts legal responsibility for the child's use of the library and all materials checked out on the child's card, including charges for lost or damaged materials or any library fees assessed on the account.

Individuals who have attained the age of eighteen (18) are an adult as to library usage and may assume the responsibilities which accompany the obtaining of a library card by applying for their own separate card. This does not relieve the parent/guardian of any obligations that are incurred by their minor child, as defined by and under the laws of the State of Texas.

The library reserves the right to verify identity and confirm patron information at any time. Membership may be terminated for intentionally falsifying personal information.

Borrowers holding a valid library card must present their own card at the time they wish to check out materials; however, a family member or designated individual is permitted to check out materials on another member's card if they have possession of that card. Positive identification

may be requested for verification purposes. A patron may not check out items on a card they do not hold in their possession by any other means.

### **Circulation Procedures**

Borrowers in good standing regarding overdue/lost items and whose accounts are clear of fees, charges, or other restrictions will be permitted to check out materials for the time specified for those materials.

- Patron may check out up to twenty (20) items maximum per card.
- Materials are loaned for a period of two (2) weeks.
- One (1) kit maximum per card.
- Library materials should be returned on or before the due date. If they are not returned by the due date, they will be considered overdue.
- Patrons are responsible for all materials that are checked out on their account.
- Once an item becomes overdue, patrons will receive overdue notices via email and the patron's account will be restricted until all items are returned and borrowing privileges will be suspended.
- E-books are available with a library card in good standing through the library's electronic materials providers in accordance with their contracted use policies. Up to five (5) items may be checked out at one time, each for a maximum of two (2) weeks. Items may not be renewed, but they may be returned and checked out again if not on hold for another patron. A hold may also be placed on items that are not currently available for checkout.

### **Holds/ To Go Service**

Prosper Community Library permits patrons to place a hold on certain designated types of materials. A maximum of 10 holds may be placed per library card. If a library card already has 20 items checked out, it will not allow holds to be checked out until enough items are returned to allow for the holds to be checked out. When the hold item becomes available, the items will be checked out to the patron and the patron will be notified and given three (3) library business days to pick up the item(s). When holds are repeatedly not picked up, the library will restrict the card and all associated cards for future holds due to abuse. This restriction is irrevocable by library staff and the Library Director. New cards may not be issued to circumvent the abuse block.

### **Renewals**

Items may be renewed one time unless a hold has been placed on the items.

- Renewals should be made online by the patron through their account's login the day before the item is due.
- Once an item is overdue, renewal may no longer be possible due to repeated overdue/abuse of the library's lending policy, at which time the item(s) must be returned to the library and made available for other patrons.
- Patrons may not circumvent this renewal policy by checking an item in only to check it out again.

### **Library Fines/Replacement Costs for Lost/Damaged Materials:**

Library materials that are returned in a damaged condition are evaluated according to current library guidelines. Minor damage may be repaired so that the material may continue to be used. Significantly damaged or missing pieces to items will remain in the patron's account until the missing piece(s) has been returned and will be withdrawn from the collection and replacement cost and fee assessed.

- The replacement cost of library materials will be charged to the patron for a lost or damaged item.
- Items may NOT be purchased by a patron and brought to the library to replace an item they lost or damaged.
- The patron will be charged a \$5.00 processing fee in addition to the assessed value of the item.
- A \$5.00 processing fee will be charged to an account for each item returned missing its barcode, spine label, or protective covering.
- Individual replacement fees are assigned to patron's account for missing/damaged DVD cases, audiobook cases, kit cases, and backpacks.
- Patrons and their dependents who owe a fine or have lost overdue materials will not be allowed to check out items or renew membership until all fees are paid.
- Borrowing privileges may be suspended or forfeited for repeated overdue or damaged items or neglect of following library policies.
- A refund may be issued if lost item is found and returned to the library in the same condition it was borrowed within 30 days of payment. Abuse of this policy will result in forfeiture of this refund policy.

### **Computer Assistance by Library Staff**

The library provides computers and wireless access as a resource to the community and expects patrons to use them independently. Library staff does not provide one-on-one training on how to use the computers, websites, or computer programs. Library staff does not provide technical services for gaining access to the wireless network for personal computers brought into the library, cell phones, electronic reading devices, or other personal devices.

### **Patron Confidentiality**

Prosper Community Library supports intellectual freedom for everyone and has established these regulations to protect personal identifiable information contained in library records accessible in the library or through its computer systems.

- Patron records are regarded as confidential by library employees. Library staff will not discuss contents with others.
- Library staff will access patron records to conduct library business only.
- Library staff will seek counsel from the Town's Attorney before responding to any request by a third party for personally identifiable information about any user. Such information includes database search records, reference interviews, electronic requests for information, circulation records, and other personally identifiable uses of library materials, facilities, or services.
- A person who presents a library card belonging to another individual for any purpose is not granted access to the confidential records associated with the library card unless that person is the parent or guardian of the minor card holder.

## **Study Rooms**

The library has limited study room space. As a result, this policy is in place to create fair access to these spaces. Study rooms may be used on a first come, first served basis.

### **Study Room Use**

1. Patrons (adult or juvenile) must have a valid Prosper Community Library card in good standing.
2. Member users must check-out the room via presentation of their library card or photo ID.
3. Study rooms may be utilized for two hours on a first come, first served basis. After two hours, the occupants may continue to use the space provided no one requests the space. The room in which the occupant has used the room the longest will be the first required to vacate.
4. If a study room is not available upon arrival, the patron will be informed as to when one will be available.
5. If a study room is not available, a patron may sign up to be next in line and must remain in the library to wait their turn.
6. Any study room left unattended for more than 15 minutes will be considered vacant and available for use by others. Unattended items will be placed in the library's lost and found.
7. The Prosper Community Library assumes no responsibility for either library or personal possessions left in the study room.
8. Light pre-packaged snacks and drinks in covered containers are allowed. Proper disposal of aforementioned items is required upon vacancy.
9. Reservations are not taken for study rooms. No phone or email requests are allowed. Requests can only be made in person at the time of use.
10. No one under the age of 13 years old may utilize a study room without adult supervision, nor use the room alone.
11. Maximum of four individuals may occupy a study room at one time.
12. In the case of groups (four or less) using the room, one person will represent the group for its tenure in the room. Consecutive, hourly signups by other persons of the same group are not allowed.
13. White board marker kits are available at the reference desk to use. No markers, other than the library's, are allowed to be used on the white boards.
14. Disruptive behavior will lead to a loss of access to the study room(s). Noise should be held to a reasonable level as the rooms are not soundproof.
15. Teleconferencing and/or phone calls are allowed as long as the volume is not considered disruptive or intrusive as the rooms are not soundproof.
16. Study Rooms are not available to be used for any of the following:
  - a. For purposes prohibited by town ordinance, by state or federal law, or Library Policy.
  - b. For commercial advertising or direct solicitation of clients or customers.
  - c. For fund-raising.
  - d. For events which directly profit the business of a commercial organization or individual.

## **2<sup>nd</sup> Level Conference Room/Quiet Room**

The 2<sup>nd</sup> Level Conference/Quiet Room serves a maximum of eight (8) people for the purpose of allowing individuals or small groups to meet or to have a quiet workspace. It cannot serve both roles (conference and quiet space) at the same time, and therefore can only be one or the other at any given time.

Used as a Conference Room: The intent is to accommodate activities such as discussion groups, panels, small lectures, or meetings. Social events are not permitted.

1. Conference Room must be reserved by an adult via a Prosper Community Library card in good standing. Card holder must be in attendance of the meeting taking place in the conference room.
2. Reservations must be made in person and no more than one week in advance. No phone or email reservations are accepted.
3. A maximum of 8 people may use the room at any time. No additional seating may be taken from the library and relocated into the room.
4. Attendees must be at least 15 years old.
5. Conference room may be reserved for a maximum of two hours.
6. White board marker kits are available at the reference desk to use. No markers, other than the library's, are allowed to be used on the white boards.
7. Light snacks and drinks in covered containers are allowed. Proper disposal of aforementioned items is required upon vacancy.
8. The library will not provide computers, projectors, or other electronic equipment. Nor does the library provide personnel to assist in technical support, room set up/take down, or other materials needed by groups using the conference room.
9. Disruptive behavior or group activities which may cause a disruption to regular library operations will lead to an immediate loss of access to the conference room.
10. Chairs and tables exclusive to the room are provided by the library and restoring to original furniture set up is the responsibility of the user.
11. Meetings taking place near the end of the library operating day must be completed, cleaned up and vacated 10 minutes before the end of the reservation/close of library.
12. Conference Rooms are not available to be used for any of the following:
  - a. For purposes prohibited by town ordinance, by state or federal law, or Library Policy.
  - b. For commercial advertising or direct solicitation of clients or customers.
  - c. For fund-raising.
  - d. For events which directly profit the business of a commercial organization or individual (including professional tutoring services).
13. Solicitation or sales of products and services is prohibited. Charging fees, selling items, charging fees for attendance, or a requirement to purchase materials is not allowed.

Used at a Quiet Room: When not reserved for a meeting, this space is intended for quiet study or reading.

1. Furniture set up is not to be adjusted.
2. Light snacks and drinks in covered containers are allowed. Proper disposal of the aforementioned items is required upon vacancy.
3. Foods that emit smells are prohibited.
4. Cell phones must be set to silent, and all calls taken outside the library.

5. Group study or work are considered a meeting and should be booked as such. Minimum number of 4 people are required to reserve the conference room for that use.
6. Room reservations will be posted on the entrance to the Conference Room/Quiet Room and occupants will be given a 10-minute notice to vacate 5 minutes before the next scheduled reservation.
7. Occupants must be 13 years of age or older.

### **Collection Development**

Prosper Community Library seeks to fulfill its mission by selecting, acquiring, organizing, preserving, maintaining, and providing access to a collection of materials in the most current formats available, including electronic resources. The collection will address the interests and needs of the diverse community it serves in a format that is best suited to meet those needs and interests.

### **Materials Selection Policy**

This policy guides the development and continuous evaluation of library materials to reflect Prosper Community Library's mission to inform, encourage, engage and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning and build community.

Prosper Community Library provides library materials in a variety of formats that:

- Inform the public of timely issues and timeless ideas.
- Encourage people to discover, create, and learn.
- Engage citizens to explore diverse opinions and conduct research on topics of interest.
- Entertain all ages seeking recreation and leisure.

#### **1. Philosophy and Objectives**

Prosper Community Library's service commitment is to the people within its service area, including people of every age, education, background, personal philosophy, religious beliefs, occupation, economic level, ethnic origin, and human condition. The library upholds the right of the individual to secure information, even though the content may be controversial, unorthodox, or unacceptable to others. To represent the diversity of thought within the Prosper community, materials available in the library encompass a variety of viewpoints enabling citizens to make the informed choices necessary in a democracy. The library does not endorse beliefs or views, nor does the selection of an item express or imply an endorsement of the viewpoint expressed by the author.

Prosper Community Library encourages free expression and free access to ideas, both essential elements in a democratic society. The library supports the individual's right to access ideas and information representing all points of view. The library subscribes to the principles of the American Library Association's "Library Bill of Rights," the "Freedom to Read Statement," and the "Freedom to View Statement," which are included as appendices to this policy. The collection contains information on a variety of subjects and views and is organized to provide free access to patrons within the limitation of space and budget. A complete collection of all that is published is not a realistic goal. However, the library strives to create an attractive, current, and balanced collection representing all fields of knowledge and all sides of issues in an unbiased manner.

## 2. Responsibility

The authority and responsibility for the selection of library materials rests with the Library Director. Library card holders may recommend materials for consideration through the library's membership software.

## 3. Collection Structure

The placement of materials within the library is determined by several factors. The library uses the Dewey decimal classification scheme which divides materials by subject.

Professional catalogers use Dewey and Library of Congress subject headings to place materials into the proper subject areas and assign them to Adult, Young Adult, Juvenile, Reference, or other specific areas of the library.

## 4. General Selection Criteria

Prosper Community Library seeks to develop an outstanding collection within the constraints of budget allocations and shelf space. Materials purchased for the collection are not an endorsement by the library of either the content or viewpoint presented in them. The library provides, within its financial and space limitations, a general collection of materials embracing broad areas of knowledge, as well as literary and cultural genres. Included are works of enduring value and timely materials on current issues. Within the framework of these broad objectives, selection is based on community demographics and evidence of areas of interest.

Collections are reviewed and revised on an ongoing basis to meet contemporary needs. Collections are current and popular, not archival, and materials are not needlessly duplicated. Collections provide general coverage of subjects and reflect the characteristics of the community. Materials are withdrawn from the collection to maintain the collection's usefulness, timeliness, and relevance.

To build and maintain a collection of merit, materials are evaluated according to one or more of the following criteria. Not all criteria must be met and no one criterion will be decisive. Additional criteria may be used to select materials for specific collections.

- Current and relevant to community needs and interests
- Suitability of subject and style for intended audience
- Attention of critics and expert reviewers
- Cost in relation to value to the collection
- Comprehensiveness
- Skill, competence, purpose of author
- Reputation and significance of author
- Objectivity
- Authenticity of history or social setting
- Consideration of the work as a whole
- Representation of diverse point of view
- Suitability in physical form for library use
- Technical quality
- Local or national significance
- Legal or licensing rights
- Adheres to accreditation standards set by TSLAC



## 5. Selection Tools

Among the selection tools used by the Library Director and library staff include professional library journals, trade journals, subject bibliographies, publisher's reputation, promotional materials, and reviews from reputable sources. Since the Library collection reflects the unique community culture of Prosper, consideration is also given to materials requested by citizens of the community. Circulation history, statistics, and books in series will determine additions to the collection as well.

## 6. Excluded from selection:

- Textbooks and curriculum-related works unless they are considered useful to the general reader as introduction to a subject and their presentation is superior to other sources.
- Scholarly and technical materials that are carried by academic or specialty libraries.
- Items having removable media such as memorabilia, patterns, stickers, sound, or toys.
- Items that have moveable parts such as flap book, tactile learning, or manipulatives (with the exception to items deemed "kits.")
- Puzzles or workbooks that encourage filling in blanks.
- Materials that are publicized solely through infomercials or personal websites.
- Self-published/subsidy published materials unless they are reviewed in established publications.
- Rare book: Since it is the public library's function to make materials available to all users, the Prosper Community Library does not collect rare or unusual materials that require special handling. Rare publications pertaining to Prosper or Texas history will be given to the Prosper Historical Society or another appropriate institution for preservation and protection.
- Genealogical materials.

## **Collection Responsibilities**

Responsibility for the collection rests with the Library Director, who operates within the framework of the Collection Development Policy. The Library Director delegates to staff members authority to interpret and apply this policy in daily operations. All staff contributes to the development of collections driven by patron needs and expectations by:

- Engaging in open, continuous communication with patrons.
- Handling all requests equitably.
- Understanding and responding to continually changing demographics as well as societal and technological changes.
- Recognizing materials of varying complexity and format necessary to satisfy diverse needs.

## **Town of Prosper Community Room**

Community Room reservation requests may be made through the Town of Prosper website: [prospertx.gov/187/community-room-reservations](http://prospertx.gov/187/community-room-reservations). The Library does not manage room reservation bookings.

## **Collection Maintenance**

The library keeps its collection vital and useful by withdrawal and replacement of essential materials, and by removing those works that are worn, outdated, unnecessary duplicates, or no longer in demand. The library uses the Texas State Library and Archive Commission's CREW Method (Continuous Review, Evaluation, and Weeding) for guidance when reviewing collection.

Donated Materials The library is not accepting donations of any kind at this time.

### **Purchase Requests**

Purchase suggestions from patrons provide librarians with useful information about local interests or needs not currently met by the collection. The librarians evaluate requests for specific items in accordance with the established selection objectives and criteria. If the item is not added to the collection, the patron may have an opportunity to borrow the items through Interlibrary Loan.

### **Local Author Donation**

A Local Author Donation form must be completed and submitted to the library. The Local Author Donation Committee will review the application and notify the donor of its determination. Forms are available in the library only.

### **Public Notices and Non-Library Materials**

Only information created/published by the Town of Prosper and Prosper Community Library may be displayed or distributed in the library.

### **Reconsideration of Materials**

Prosper Community Library believes that censorship is a purely individual matter and declares that, while any person is free to reject for themselves materials of which they do not approve, they cannot exercise this right of censorship to restrict the freedom of others to read, view, listen, or inquire. The Prosper Community Library subscribes to the American Library Association's "Library Bill of Rights" and has set these regulations in place to assist in fulfilling the library's mission to serve the residents of Prosper.

Any patron who is a resident of the Town of Prosper and holds a library card in good standing from the Prosper Community Library is encouraged to speak with library staff if they have questions about the library's collection development policies.

If a resident's concern is not satisfied through discussion with library staff, the resident may create/write a letter titled "Recommendation for Reconsideration of Materials Letter" and send it to the Library Director.

For a Recommendation for Reconsideration of Materials to be considered by the library administration, it must meet the following criteria:

- The patron must be a Town of Prosper resident (Town of Prosper [CPR/C48] taxpayer) and hold a library card in good standing from the Prosper Community Library.
- The recommendation letter must be submitted to the Library Director.

The Library Director will respond directly to the patron or refer the recommendation to the library administration and Library Board for review. The Library Board and administration will review the recommendation and prepare a report to the Library Director. This report will determine

whether the materials in question continue to meet the selection criteria of the library, and the Library Director will utilize this report in providing a response to the patron. The review process will be completed within thirty (30) days from the date the Recommendation for Reconsideration of Materials letter is received by the Library Director.

### **Interlibrary Loan**

Interlibrary Loan (ILL) is a service that allows Prosper Community Library card holders access to materials in the collections of other libraries by request. If the materials a cardholder desires are not available in the Prosper Community Library's collection, library staff can attempt to borrow it via the ILL system. An ILL request form must be submitted and the return shipping fee determined by current USPS fee schedule, will be charged to the patron's account upon the library's receipt of the item. This fee must be paid regardless of whether the item is ever picked-up by the patron. Cancellation of the ILL request does not negate this fee. Availability and speed of service is solely dependent on the ILL request software system, lending library processing, and USPS delivery timelines.

### **Children in the Library**

The Prosper Community Library provides a warm, welcoming, exciting, and safe environment for people of all ages. Responsibility for the safety and behavior of children in the library rests with the parent or caregiver.

The safety of children left alone in the library is a serious concern of the library staff. Library staff cannot monitor the behavior and safety of children using the library.

Children under the age of 8 must be physically with an adult parent/caregiver. Parent/caregiver must attend and be engaged in programs with the child as well.

Children under the age of 13 must be accompanied by a parent, designated guardian or caregiver of at least 16 years of age. If a child under the age of 13 is in the library, a parent/caregiver must be in the building and aware of the location and behavior of the child.

Children ages 13 - 17 may use the library on their own and are expected to comply with all library rules and the Prosper Community Library Standards of Conduct Policy. Parents/caregivers are still, however, responsible for the behavior of their children. If children do not comply with library rules and the Prosper Community Library Standards of Conduct Policy, library staff may ask them to leave the library and the parent/guardian or police may be contacted.

### **Unattended/Abandoned Children after Closing Time**

Children under 13 are to be always supervised while at the library. The library is not responsible for children without transportation at closing. Library staff will exercise appropriate procedures to ensure the safety of unattended children when the library is closing.

Parents/caregivers are responsible for being aware of the library's hours of operation.

Parents/caregivers must also keep in mind that the library may close unexpectedly for reasons out of the control of staff, such as a power outage, inclement weather, etc.

If no one has arrived for the child within ten (10) minutes after closing time, the staff will call the Prosper Police Department. Two library staff members will wait for the police with the child.

Once the police arrive, the child will be turned over to the Prosper Police, and the library staff members will no longer be responsible for the unattended child.

### **Orientation/Tours**

Private group tours are available by scheduling directly with the Library Director.

### **Exam Proctoring**

The Prosper Community Library does not offer proctoring services.

# **Standards of Conduct Policy**

## **Purpose**

The purpose of this policy is to establish standards of conduct for the comfort, safety and protection of library patrons and library staff. Library staff will firmly and courteously enforce these rules. The library expects each patron's cooperation in maintaining an environment conducive to enjoyable use of the library for all.

## **Conduct Policy**

Those using the library are responsible for conducting themselves and minor children in their care in a manner that does not threaten the safety, disturb, or interfere with the right of any other patron or with library employees' performance of their duties. Visitors, while in the library, shall be engaged in activities normally associated with the use of a library such as reading, studying, using library materials, attending programs/events, or other appropriate activities. The library reserves the right to restrict a person's use of the library if they violate the Prosper Community Library Standards of Conduct Policy.

## **Standards**

Improper conduct is prohibited while on library premises, include but are not limited to:

1. Weapons of any kind.
2. Damaging or vandalizing library facilities, equipment, or materials.
3. Using abusive, obscene, or profane language or acts.
4. Abandoning, neglecting, or leaving children under the age of thirteen (13) unattended by a parent or authorized caretaker or otherwise violating the Children in the Library portion specified in the policy document.
5. Arriving late (more than 5 minutes) to a children's library program or being disruptive during a program.
6. Using or being under the influence of any intoxicant, narcotic, or similar substance while in the library building or on library grounds.
7. Using tobacco products, including e-cigarettes.
8. Offensive bodily hygiene that constitutes a nuisance to others.
9. Inappropriate attire, i.e., attire including swimsuits, revealing or filthy/odorous clothing, etc. (Shirt/top, pants/skirt/shorts, shoes/sandals/etc. are required and must be worn at all times.)
10. Selling, soliciting, or panhandling.
11. Gambling.
12. Lying on the floor or sleeping.
13. Blocking library entrances or exits.
14. Petitioning, proselytizing, soliciting, or selling merchandise or services without written permission from the Library Director.
15. Removing library materials without following proper checkout protocol.
16. Moving other patron's items without their permission.

17. Causing noise that interferes with patron use of the library, including but not limited to the playing of audible electronic devices or engaging in loud or disruptive conversations.
18. Audible sound coming from an electronic device. (Earbuds or headphones must be worn such that residual sound cannot be heard.)
19. Audible cell phone notifications. (Cell phones must be put on silent or vibrate mode.)
20. Phone conversations. Cellular phone calls must be brief and non-disruptive to library patrons. Patrons are encouraged to take phone calls outside of the library.
21. Excessive noise of any kind. The library expects patrons to be respectful of other patrons' ability to concentrate and focus while utilizing the library's resources.
22. Consuming food or drink on the library premises except in authorized situations (drinks are allowed in closed containers only).
23. Bringing in any animals except service dogs.
24. Entering library with bicycles, roller skates, roller shoes, scooters, skateboards, or other similar devices.
25. Monopolizing library space, seating, tables, or equipment to the exclusion of other patrons or staff as determined by library staff.
26. Leading or conducting a program or event in the library without Library Director's prior approval.
27. Harassing a patron or staff member through noisy or boisterous activities, staring at or following another person with intent to annoy that person, or fighting physically or verbally.
28. Refusing to follow reasonable direction from library staff, including but not limited to leaving the library during normal closing procedures or during an emergency evacuation.

### **Program Etiquette**

For the enjoyment of all attendees, arriving on time, participating, interacting, and refraining from socializing (phone and in person) is expected during the event. Ticketed entry for programs is for card holders or their designated users as a guardian (nanny, grandparent, etc.) Non-members may not utilize member's cards for program access.

Library patrons who choose not to follow the Library's Standards of Conduct Policy, will be asked to correct the unacceptable behavior. If the behavior continues, that patron will be asked to leave. Prosper Police Department will be called if the patron refuses to leave.

### **Responsibility and Authority**

Final responsibility and authority for maintaining acceptable standards of conduct in the library rests with the Library Director, who will operate within a framework of policies and procedures adopted by the Town. The staff will operate under the Library Director's delegated authority. The library is authorized to develop such procedures, guidelines, and rules as may be necessary to carry out these policies. Further, the library is authorized to utilize appropriate technologies to address the implementation of these policies.

### **Lost and Found**

Prosper Community Library assumes no liability for the personal possessions of patrons using the facility or items left at the library. As a public service, the library does maintain a lost and found.

All items found by the library staff will be taken to and stored for two weeks in the library workroom

area.

When a lost item provides information regarding the possible/potential owner, library staff will attempt to contact the owner. Flash drives found in the library will not be viewed for any reason by staff and will be disposed of at the close of the day lost/left.

Items that pose a potential health risk are disposed of immediately. Lost items will be kept for 30 days before being discarded.

## **Emergency Situations**

### **Fire**

In the event of a fire, library staff will sound the fire alarm, report the fire to 911, and ask everyone to evacuate the building.

### **Sudden Inclement Weather**

In the event the Town sounds its Emergency Sirens, staff will instruct/require library occupants to move and occupy its first-floor interior restrooms until safety authorities lift the emergency protocol.

### **Medical Emergencies**

In the event of an ill/injured patron, library staff will respond positively with any reasonable help. If the ill/injured person is unable to make a call, the library staff will assist in notifying their requested person or call 911 if necessary.

### **Patron Confidentiality**

Prosper Community Library is committed to the protection of all library patron's right to privacy in the use of library resources and discloses patron information to the patron only. In regard to minors, information may be disclosed to the registered parent/guardian listed on the account.

Library records will only be disclosed under court order, subpoena, or warrant as outlined in state statute, Texas Government Code, Section 552.124 and the surveillance provisions included in the USA PATRIOT ACT (Public Law 107-56)

## **Prosper Community Library Patron Acceptable Use Policy For Internet and other Technology-Related Items**

### **Services Available**

Typical services may include Internet access, computer applications such as word processor, spreadsheets, database access, children's educational and software applications, and other technologies as they become available. Services may be added and deleted as decided by the Library Director.

The library's electronic services are not intended to provide access to every software or hardware application or to every source of information available. The library does not offer email accounts but allows access to free email providers on the Internet.

Information on the Internet is not necessarily current, accurate, or complete. While valuable information is available on the Internet, some may be obscene, patently offensive, or harmful, especially to minor children, as defined by applicable state and/or federal laws. For purposes of this policy, minors are defined to include all individuals under the age of eighteen (18) years.

Since the Internet makes accessible a rapidly changing array of resources, it is not possible for the library to control or monitor content on a regular basis. The library utilizes software that blocks sources on the Internet that are obviously inconsistent with the library's mission. This does not fully guarantee that individual users are protected from accessing information they personally deem undesirable or disturbing. Be advised that filtering software is not foolproof; it diminishes the likelihood of seeing offensive material on the Internet but does not eliminate the possibility.

User information is deleted after logging off and each evening software resets the computers to default library settings clearing all cached data from that day.

### **Internet Access**

Library electronic resources are for educational, informational, and appropriate recreational purposes only. The library takes precautions to restrict access to controversial materials. However, a global network is impossible to control. Any user may access a website that is potentially controversial. We firmly believe that the valuable information and interaction available on the Web far outweighs the possibility that users may access material that is not consistent with the goals of the Prosper Community Library.

Although the library provides access to electronic information, this does not imply sponsorship or endorsement. It is the responsibility of the patron, parent, or guardian to determine the accuracy, appropriateness, and usefulness of information accessed through electronic resources. The Prosper Community Library assumes responsibility only for the information found on the Town of Prosper website.



Restriction of a minor's access to, or use of, electronic resources is the responsibility of the minor's parents or legal guardians.

The library is not responsible for the content of electronic resources to which its patrons link, for the content of sources accessed through secondary links, or for the previous patron's search history.

Patrons should expect no privacy when using electronic resources provided by the library whether accessed from an external site or internally, as these are public computers used in a public place. Neither the Town of Prosper nor the Prosper Community Library can be held responsible for losses or liabilities, direct or indirect, incurred using electronic resources provided by the library.

The library is not responsible in any way for a personal electronic device brought into the library.

The library does not guarantee the availability of electronic resources.

### **Ages, Registration & Time Limits**

1<sup>st</sup> floor:

- 1<sup>st</sup> floor Internet computers require a library card to sign in.
- Children twelve (12) and younger are to use the 1<sup>st</sup> floor computers. Adults and teens assisting a child may utilize the computer in this area only if they child is with them, and they are working on an activity with the child.
- AWE computers are first-come first-served and do not have time limits. Headphones must be worn during use.
- Earbuds or headphones must be worn any time sounds are emitted from computer.

2<sup>nd</sup> floor:

- Computers on the 2nd floor are intended for adult use, but if utilized by a child under the age of 13, they must be under the immediate guidance and supervision of their parent or guardian.
- Portable devices may be used in the Teen area by children ages thirteen (13) – seventeen (17).
- Earbuds or headphones must be worn any time sounds are emitted from computer.

All computer workstations are available on a first-come, first-served basis. Time limits may be imposed on all computer workstation use. Time limits may vary depending on available computers and waiting patrons.

### **Use by Children/Minors**

Children's Internet computer access on 1<sup>st</sup> floor requires library card login. Parent/guardian signing minor in assumes responsibility for use. Although the library has a filter in place to uphold the Children's Internet Protection Act (CIPA), the library nor its staff is responsible for assuring the appropriateness of information accessed by children. Adult assumes responsibility of cost of printing from children's computers at \$0.20 per page.

## **Prosper Community Library Computer and Internet Use Policy**

1. Parents, guardians, and caregivers are responsible for monitoring their children's use of the library computers, access to the Internet, and the information accessed by minors.
2. Reasonable care of the computers by the user is expected. Misuse of computers will result in loss of computer privileges.
3. Library staff may assist the user in accessing the Internet and appropriate printing devices but cannot provide in-depth assistance and/or training.
4. The charge for printing is \$0.20 per page (color or black & white) and must be paid at the time of printing. Exact change is required. Credit cards may be used for printing equaling \$3.00 or more.
5. Printers are not available via wireless connections from library portable devices or personal devices.
6. Users may not store materials on the hard drive of any computer owned by the library. Users are expected to store materials using their own peripherals, e.g., flash drive.
7. Use of any information or materials on sites you access is entirely at your own risk.
8. Users will not perform any of the following acts:
  - a. Attempt to access devices or resources to which you have no explicit, legitimate rights.
  - b. Copy, reproduce, or transmit any copyrighted files or information other than in accordance with the requirements and allowances of the copyright holder.
  - c. Launch network attacks of any kind including port scans, DoS/DDoS, packet floods, replays or injections, session hijacking or interception, or other such activity with malicious intent.
  - d. Transmit malicious software such as viruses, Trojans, and worms.
  - e. Surreptitiously install software or make configuration changes to any device or application, by means of the installation or execution of key loggers, registry keys, or other executable or active application or script.
9. Users will use the access provided here responsibly and with full regard to the safety, security, and privacy of all other users, devices, and resources.
10. Users will be mindful of the cultural sensitivities of others while using this portal so as not to provoke reaction or offense, and will not intentionally access pornographic, graphically violent, hateful, or other offensive material (as deemed by the Town) regardless of others' sensitivities.

11. Users understand that unauthorized use of resources through this portal may give rise to a claim for damages and/or be a criminal offense.
12. As with most public internet connections, the library's internet connections, especially via wireless connections are not guaranteed to be secure. Caution should be exercised when using the library's computers. Wireless users should not transmit their credit card information, passwords and any other sensitive personal information while using any wireless connection. The library will not be responsible for any personal information (e.g., credit card) that is compromised. Restarting the computer at the end of use will erase all data from that station.
13. The library will not be responsible for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection on their personal portable devices, computers or wireless devices.
14. The library reserves the right to log or monitor traffic to ensure that these terms are being followed as directed by Town of Prosper legal counsel.
15. Misuse or unauthorized use of Library computers and information resources will result in revocation of library privileges.

User privileges can and will be revoked upon any violation of this policy. The library staff in charge has full authority to disallow further usage of workstations. Any appeal for reinstatement of privileges must be made through the Library Director and Information Technology Director, with whom the final decision will rest.

Usage that encroaches upon standards set by law will be dealt with appropriately and firmly. Federal, state, and local laws concerning these matters will be upheld, and violators may be subject to prosecution.

### **Wireless Use**

Library visitors who bring their own devices to the library may access the Internet through a wireless network. Library wireless users are required to adhere to the same expectations as outlined in the Computer and Internet Use Policy. Users are encouraged to utilize anti-malware and virus protection on their personal electronic devices. The library cannot assure that data or files downloaded by users are virus-free. Users agree to indemnify the library for copyright infringement conducted using the library's wireless network. The library is not responsible for damages to equipment or data on a user's personal computer from the use of data downloaded from the Library's Internet service.

### **Hotspot usage policy and electronic device agreement**

Prosper Community Library has established a Wi-Fi hotspot lending program to provide patrons in our community with high-speed internet access. With this program, students can use the Internet for help with homework and projects, employees can have reliable internet access to

meetings and presentations, and patrons can have home access to the library's digital resources such as our databases, catalog, and eBooks. Patrons can take advantage of our Wi-Fi hotspot lending program with a current Prosper Community Library card.

The library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device. Any use of the device for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited. Hotspots may not leave the continental United States nor be used internationally.

Wi-Fi hotspots may be borrowed by card holders ages 18 and above with a library card in good standing. Checkout is limited to one per household at any given time. The library reserves the right to refuse service to patrons who abuse equipment or who are late in returning items.

Wi-Fi hotspots are available at the Circulation Desk on a first-come, first-served basis. They may not be reserved or placed on hold. To borrow a hotspot, the patron must have their library card or valid government ID and must complete and agree to the Electronic Device Agreement. Once a hotspot is checked out to a patron, it becomes the responsibility of that patron. Hotspots are not intended to be a long-term internet solution. We reserve the right to implement restrictions if checkout is being abused.

Hotspots may be borrowed for two weeks and may be renewed one-time within a 30-day period. They must be returned in person to the Circulation Desk, and never to another library, left outside the library door, or in the book drop. If a hotspot is not returned, or returned damaged, the borrower will be charged a replacement cost. If a device is not returned in a timely manner, civil and criminal action will be taken. If the borrower fails to pay the replacement cost for a lost device, their membership will be suspended until the account is clear.

### **Copier/Printer**

The Prosper Community Library offers a printer/copy machine to the public. Printing is \$0.20 per page (regardless of front/back or color/black and white). Payment for printing is due at the time of printing. Printing may not be placed as a balance fee on a library membership account. Cash or checks must be used as acceptable forms of payment for amounts less than \$3.00. Credit card may be used for printing of \$3.00 or more.

### **3D Printing**

The Prosper Community Library offers a 3D printer to library card holders. The 3D printer is intended to inspire all ages to create and innovate.

Patrons eighteen (18) years and older and who have a current Prosper Community Library card may submit digital designs (currently in .stl) to be printed on the library's 3D printer.

Children under eighteen (18) years of age must be accompanied by a parent or guardian. The parent or guardian must sign a permission form and agree to payment of printing for each minor. Cardholder must be in good standing to submit a file for printing.

The printer may only be used for lawful purposes and be for objects appropriate for a public library environment. No weapons of any kind shall be created on the printer.

No patron will be permitted to use the library's 3D printer to create material that is:

- Prohibited by local, state, or federal law.
- Unsafe, harmful, dangerous, or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the library environment or violates the library's Standard of Conduct Policy.
- In violation of another's intellectual property rights. The printer will not be used to reproduce material that is subject to copyright, patent, proprietary, or trademark protection.

The library reserves the right to refuse any 3D print request.

Cost of printing is set by Town Ordinance at \$1.00 per hour of printing. Payment is due at the time of pickup of the object.

Items must be picked up within five (5) business days or they will become property of the library and will be disposed of. The patron will still be responsible for the cost of printing the item and the charges will be added to the patron's library account.

### **Disclaimer**

In consideration for the privilege of using the library and for having access to the information contained in it, library patrons hereby release and hold harmless the Town of Prosper, its officers, agents, servants, or employees, the library, its staff, volunteers, representatives, or advisors, from any and all liability or responsibility for any and all claims or expenses arising either directly or indirectly from the use of the library, whether or not caused, in whole or in part, by alleged negligence of the Town of Prosper, its officers, agents, servants, employees, volunteers, representatives, or advisors.

### **Violation of Prosper Acceptable Use Policy**

**Violation of any part of the Prosper Community Library Patron Acceptable Use Policy or failure to use the computer workstations appropriately and responsibly may result in the revocation of all computers and/or library privileges as determined by the Library Director. Unlawful activities will be referred to the appropriate legal authority and will be dealt with in a serious and appropriate manner.**

These policies incorporate:

Library Bill of Rights

The Freedom to Read Statement

Freedom to View Statement

The Texas Library Association Intellectual Freedom Statement