



Huntsville Public Library Policies & Procedures

Updated April 24, 2024

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1. BASICS

1.01 Hours

Effective Date: 1-1-2008

Revision Date: 4-24-2024

Purpose

The purpose of this policy is to ensure compliance with State mandated requirements for minimum hours of customer access to the Library, to

Policy

A. *Relevant Policy*

1. Huntsville Public Library will meet or exceed the State’s current requirements for hours of access as described in the *Criteria for Membership in the Texas State Library System*.
2. The Library will meet or exceed the hours of access suggested in the *Texas Public Library Standards* “Comprehensive” column as long as quality customer service can be provided.
3. The Library will follow the policy set forth in *The City of Huntsville Employee Policies and Procedures* manual section III, Hours of Work as long as they meet or exceed the criteria set forth in *Criteria for Membership in the Texas State Library System*.

B. *Hours of Access*

Current hours of access are:

Monday	10 a.m. – 7 p.m.
Tuesday	10 a.m. – 7 p.m.
Wednesday	10 a.m. – 7 p.m.
Thursday	10 a.m. – 7 p.m.
Friday	10 a.m. – 7 p.m.
Saturday	10 a.m. – 2 pm.

1.02 Library Closings

Effective Date: 1-1-2008

Revision Date: 4-24-2024

Purpose

While *The City of Huntsville* website addresses the authorized holidays; however, it does not address the special circumstances the Library faces due to hours worked on weekends and after 5 p.m. This purpose of this policy is to bring consistency to the Library's holiday closings.

Policy

A. *City Policy*

1. The Library will follow the policy set forth City of Huntsville. Holidays include: New Year's Day, Martin Luther King's Birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday, Christmas day and an additional Christmas Holiday.
2. The Library will follow any administrative directives regarding city-wide or Library only closings. This might include; but not be limited to, situations with inclement weather, biohazards, bomb threats, or national days of mourning.
3. The City Librarian or Assistant City Librarian has the discretion to close the library under emergency conditions applying only to the library.

B. *Library Closings*

1. In addition to regular City holidays, the Library will be closed:
Saturday following Good Friday
Saturday before Memorial Day observance
Saturday before Labor Day
Saturday of Fair on the Square
After 5 p.m. on the day before Thanksgiving
After 5 p.m. on Christmas Eve
After 5 p.m. on New Year's Eve

C. *Public Notice*

1. Notice of any holiday closings will be posted 30 days before the Library closes.
2. Notices will be posted prominently in the Library. The phone recording on extension 5472 will make note of the closing and public service announcements will be forwarded to local news outlets.

1.03 Posting Notices at the Library

Purpose

At this time, Huntsville Public Library has limited space to post notices, flyers, and other non-library materials. Because of that, limits must be set to allow for consistency and fairness in what can be posted at the library.

Policy

It is understood that the Library is a place people come to find local information and that having community postings is a positive service. However, due to limited space, the Library will restrict the display and distribution of community notices. Departments of the City of Huntsville and organizations providing free programming may leave their flyers or other promotional information at the circulation desk and it will be at the Library as space allows.

Event notices will be removed at the discretion of Library staff. No effort will be made to hold or to return these materials to the sponsoring organization.

2. CIRCULATION POLICY

Effective Date:

Revision Date: 4-24-2024

Purpose

The purpose of this policy is to provide consistent, unbiased service to all Library customers, to accommodate the needs of all customers whenever possible, and to provide guidance for Library staff.

Policy

A. Library Card

Huntsville Public Library respects its customers' privacy by keeping the information gathered confidential.

1. Library membership is free to all residents of Texas.
2. Photo identification and proof of current mailing address (such as a utility bill, paystub or other piece of USPS delivered mail) are required.
3. Customers without a permanent Texas address, including those customers who live out of the state and those staying at SAAFE House the Good Shepherd Mission, or other local shelters, may be issued a 'PC Only' library card for computer use. 'PC Only' cards will expire after 1 year.
4. Cards for Children:
 - There is no minimum age for obtaining a library card.
 - Parent or legal guardian must present his/her photo identification and proof of current address for cards issued to children under the age of 18.
 - Parents or legal guardians are responsible for items checked out by their minor children.
5. Emancipated minors may sign up for a card without parent or guardian signature by presenting proof of their emancipation as well as a valid, government issued photo ID and current proof of permanent address.
6. Customers must present either their library card or their valid, government issued photo ID to borrow materials or use a library computer.
7. Acceptable forms of identification include:
 - Driver's license
 - Federal, state or local government ID card
 - Passport
 - School ID Card
 - U.S. Military card
 - Permanent Resident Card / Alien Registration Receipt Card
 - Consulate ID

8. Customers must present a current ID to obtain a library card and accounts must be in good standing (i.e. not delinquent) before a card is renewed. Library Cards must be renewed every 3 years.
9. It is the customer's responsibility to notify the Library of any change of address, phone number, or email address as soon as the change is made. This enables the Library to notify the customer of any issues with their account, such as overdue items, etc.
10. Customers are responsible for all materials borrowed on their Library Card. If a card is lost, the customer must notify the Library immediately. Once notified, the account will be closed or suspended until a replacement card is obtained. The customer is responsible for all activity on the card until the library is notified.

B. Collection Usage Rules

1. Loan of materials: There is a checkout limit of 25 total items per library card. Loanable materials have a maximum of 2 renewals. Loanable items have a checkout period of 2 weeks.

Borrowed items will be renewed automatically three days before the due date, with some exceptions:

- Another user has requested the item
- The item reached its maximum number of renewals
- The user's account is blocked due to fines or fees of \$25.00 or more
- The item is an electronic resource, such as an ebook or audiobook
- The item has been borrowed via interlibrary loan

Customers who have opted to receive email and text notices will receive a courtesy message three days before the item's due date. This notice will indicate which items were renewed and which items could not be renewed.

2. Holds: Any circulating library material may be placed on hold. When the requested item is available, the customer is notified that the material will be held for 7 days. After 7 days, the hold will be removed and the item returned to the shelf or held for the next person who has requested the item. In extenuating circumstances, staff may decide to hold the item for more than 7 days. Customers may place up to 25 holds per account. Holds may be requested through the Library's catalog or by phone, voicemail, email, or in-person.
3. Suspension or revocation of borrowing privileges: The Library Director may suspend or revoke borrowing privileges when fines are not paid, library materials are not returned, or library policies are not followed.

4. Equipment malfunctions: The library is not responsible if a customer's equipment malfunctions when playing media borrowed from the library.
5. Library Staff: Library staff will check out all materials for personal use through circulation channels in accordance with the policies established for all library customers.

C. Fines and Fees

1. Fines for overdue materials are assessed based on format:
 - Books, magazines, and music CDs: \$0.10/day
 - Audiobooks and videos: \$1.00/day
 - Interlibrary Loans (ILLS): \$1.00/day for late returns and \$3.00/item for items requested but never picked up.
2. The maximum fine per item is \$10.00, with the exception of ILLs.
3. Fees are assessed as follows:
 - Replacement Library Cards: \$1.00/card
 - Lost Materials: \$10.00 processing fee plus the replacement cost of the book
 - No refunds will be given for returned items for which payment has been received
 - The library will accept a replacement copy in good condition in lieu of the cost of the item. The replacement item must match the item exactly. The customer will still be required to pay the processing charge and fines
4. Damaged Materials
 - Book cover with barcode: \$1.00 each
 - Barcodes: \$1.00 each
 - Spine label: \$1.00 each
 - Lost case for DVD or Video: \$5.00 each
 - Damaged materials that cannot be repaired will be charged as lost items
 - Individual components and the packaging for kits and their components that are lost or returned damaged will be charged the current replacement cost of said component or packaging, if available to order individually.
5. The Library Director, Assistant Library Director, or designee may forgive fines or fees under extenuating circumstances.

D. Regulations

1. A library card becomes delinquent when the charges on his/her account or household accounts reach \$25.00. Borrowing privileges are suspended until the total charges owed are less than \$25.00.

2. All library debts are discharged when listed in a customer's bankruptcy.
3. A police report (filed within 60 days of items being due) is necessary for the Library to waive related fees and replacement costs on items stolen from the customer or checked out on a lost/stolen library card.
4. The library will attempt to contact customers up to two (2) times regarding overdue items, but it is ultimately the customer's responsibility to take note of due dates and return items in a timely manner. Failure to receive notices from the library is not grounds for dismissal of fees or fines.
5. Email reminders, for materials due, are a courtesy of the library. Customers are obligated to return their materials on time, even in the event reminder notifications are not received. If overdue items have not been returned within seven days of the due date, the customer will receive an email reminder notice. A second courtesy reminder notice will be sent 14 days after the due date. A third courtesy reminder notice will be sent 21 days after the due date. A postcard reminder will be mailed 30 days after the due date. The customer's account will be billed a lost item fee for any material not returned for the overdue material 60 days after the due date and a billing notice will be sent to the customer.

E. Claims Returned

If a customer feels certain they have returned an item but library records indicate it has not been returned, library staff will:

1. Initiate an immediate search.
2. If the item is not found, it will be identified as Claims Returned. The library will search for the item at least 3 times for 60 days. After 60 days the customer will be held accountable for the lost item and charged for both the replacement cost of the item and the processing fee.

Customers may renew an item up to two (2) times if no one has the item on hold. Renewals may be made online through the Library's catalog or by fax, phone, voicemail, email, or at the Library.

1. item. During that period, the Library will also be checked several times.
2. At the end of two weeks, the matter will be reviewed by the City Librarian or Assistant City Librarian and the customer will be contacted.

F. Copies/Printing

The Library and its customers are expected to comply with the U.S. copyright laws as outlined in Title 17 of the U.S. Code.

1. Customers are responsible for making their own copies or prints.
2. Fees:
 - Printing: \$0.15/page.
 - Copies: \$0.15/page for black and white, \$0.75/page for color
 - The above costs are for single sided, double-sided copies are \$0.30 each
3. Any problems with a copy that was caused by the customer will not be refunded.
4. Customers will not be charged for unusable copies caused by machine malfunctions.
5. Customers may bring their own printer paper with staff approval, but the cost for prints/copies will not be discounted.

3. COLLECTION DEVELOPMENT POLICY

Effective Date: 9/31/2006

Revision Date: 4-24-2024

Purpose

The purpose of this policy is to provide guidelines for day-to-day acquisition and withdrawal decisions, resource allocation, and long range planning of collection needs in accordance with the Library's mission.

Procedure

A. Selection

1. The selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate.
2. We do not typically purchase abridged or condensed works – print, audiobooks, etc.
3. Positive professional reviews are given precedence over customer reviews with non-fiction books.
4. Customer reviews are given precedence over professional reviews for fiction books.
3. Preference is given to hardback print materials over paperback, audiobooks on CD over cassette and DVD over VHS tapes when available and practical.
4. Breadth is given preference over depth. In general, Huntsville Public Library will purchase single copies of a wide range of titles rather than multiple copies of the same title. Multiple copies may be warranted by public demand or when the title is of local interest and may go out of print.

B. Cataloging

Labeling and/or special shelving of materials may be used for some collections but will not be used for the purpose of restricting access or prejudging content.

Policy

The Huntsville Public Library collection is the responsibility of the City Librarian who may delegate some responsibilities to other staff members who will adhere to this policy when making collection development decisions. Collection development decisions are to be made in a manner based upon principle rather than personal opinion; reason rather than prejudice; and judgment rather than censorship. Staff have a professional responsibility to be inclusive not exclusive in developing the collection.

A. Selection Criteria

1. Materials selected support:
 - a. Early literacy and other initiatives for young children;

- b. Support for students at all levels of formal education;
 - c. Lifelong learning for adults;
 - d. Recreational reading, listening and viewing for all ages;
 - e. General reference;
 - f. Artistic and creative endeavors;
 - g. Career development;
 - h. Improving occupational performance; and/or
 - i. Local history and genealogy.
2. The Library's goal is to provide an information/reference center rather than to establish a scholarly research center.
 3. No attempt is made to collect the complete works of any author/performer or creator.
 4. Requests and recommendations from customers are a significant part of the selection process because they indicate public interest, community relevance, and timeliness of topic. Multiple copies of popular works (e.g. bestsellers, local titles, award winners) may be obtained in order to fulfill requests within a reasonable time period. If the materials requested do not meet the selection criteria established in this policy they will not be purchased.
 5. The Library staff relies upon a number of sources for assistance in selecting materials. Catalogs and flyers may alert the staff to new titles; however, additions to the collection will be based on at least one of the following:
 - a. positive professional reviews,
 - b. positive customer reviews (3 ½ out of 5 stars; and at least 4 reviewers),
 - c. recommendation of professional journals,
 - d. bibliographies from reputable sources,
 - e. author's reputation,
 - f. publisher's reputation,
 - g. recommendations of other professionals, and/or
 - h. personal knowledge and expertise.
 6. The Library will attempt to select the best format(s) for each information product based on formats available, storage space available, and prevalence of equipment to use the format.
 7. Regardless of an item's popularity, the Library may choose not to select it based on a number of criteria which includes:
 - a. format is not durable enough to withstand reasonable library use;
 - b. item would require excessive staff time to maintain;
 - c. price is high, in relation to total budget; and/or
 - d. lack of shelf space.
 8. As stated in the American Library Association's Library Bill of Rights:

“Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.”

“Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.”

Individual items, which in and of themselves may be controversial or offensive to some customers, may be selected if their inclusion will contribute to the range of viewpoints in the collection as a whole and to the effectiveness of the Library to serve the citizens of Huntsville. Censorship is a purely individual matter; while anyone is free to reject for himself/herself items in the collection which he/she does not approve, the individual cannot exercise this right of censorship to restrict the freedom of others to read, view, or hear. Parents have the responsibility to guide and direct the reading, viewing, and listening of their own minor children. The Library does not stand in *loco parentis* (in place of a parent or charged with a parent’s right, duties, and responsibilities.)

B. Children’s Collection

Selection and deselection of materials for the juvenile collection is based on the same criteria used for adult materials. While the collection may include items a parent or guardian may consider inappropriate for their child, Huntsville Public Library believes that it is the parent’s or guardian’s duty to monitor their child’s selection and use of library materials and not the responsibility of the Library.

C. Gifts/Memorials/Honorariums

The Huntsville Public Library welcomes gifts of new and used books and other resource materials. The content of audiobooks and videos must be examined before they may be placed in the collection. For this reason, many of these items are placed on the sales shelves. The following types of gift materials will not be added to the collection: 1) publications excluded by the collection development policy; 2) out-of-date materials not of historical value; 3) excessive duplicates of items already in the collection; and 4) material in poor physical condition. Once donated, items become the property of Huntsville Public Library materials which are not added to the collection may be disposed of in accordance with City and State guidelines. Donated items will not be returned to the donor and the Library will not accept any item that is

not an out-right gift. Donated items will be withdrawn from the collection based on the same criteria as the purchased materials.

Monetary gifts, bequests, and memorial or honorary contributions are accepted and appreciated. Donated funds designated for the collection will be used to purchase materials in accordance with the Library's selection policy. Materials purchased with gift funds and memorial contributions will be identified with special donor plates whenever possible. Notification of memorial and honorary gifts will be sent to the family of the person being recognized. Suggestions for subject or author purchases with gift funds are welcome and will be followed to the extent possible.

Acceptance of donations of equipment, real estate, stock, artifacts, works of art, collections, etc., will be determined by the City Librarian in consultation with the Library Board and city administrative staff based on their suitability to the purpose and needs of the Library, laws and regulations that govern the ownership of the gift, and the Library's ability to cover insurance and maintenance costs associated with the donation. Exceptions to this gift policy must be approved by the City Librarian.

The Library will provide a donation form which can be filed with the donor's tax return. If items are being donated to receive a tax benefit, it is recommended that the donor make a list of items donated. The Library is unable to set fair market or appraisal values; it is the responsibility of the donor to establish a fair market value or seek professional assistance to determine the value of the gift.

D. Deselection of Materials

In order to maintain a vital, current collection which meets the needs of our community, evaluation and examination of materials is an ongoing process. Deselection of materials is based on the accepted professional practice outlined in The CREW Method: Evaluating and Weeding Collections in Small and Medium-sized Public Libraries and the professional judgment of the City Librarian or designated staff. Materials no longer suitable for Library use will be withdrawn from the collection. This may include materials that are:

- Obsolete or outdated;
- Worn beyond use;
- Damaged;
- No longer circulating or used for reference purposes; or
- Multiple copies of a formerly popular title.

Materials which are removed from the collection will be discarded according to Federal, State and City guidelines. Items removed because they are not circulating, are duplicates or because they are no

longer of use in the collection will be sold at auction or donated to another government entity. Discarded materials which are damaged beyond use, aged or factually inaccurate will be thrown out.

E. Challenged Items

Huntsville Public Library recognizes the right of individuals to question materials in its collection. Whenever a customer questions the presence or absence of any title, the query will be referred to the City Librarian or Library Services Coordinator. If after discussion the customer is not satisfied with the outcome, he/she will be given a “Request for Reconsideration of Library Materials” to complete and return to the Librarian. The Librarian and select staff will review the item in question and determine if the item meets selection criteria outlined in this policy. Within a reasonable amount of time, the Librarian will respond to the customer’s request in writing outlining the reasons for the decision. If the customer is dissatisfied with the decision, they may appeal the decision to the Library Board at the next regularly scheduled meeting. The Board, after hearing from the customer, any other interested parties, and the City Librarian, will decide whether Library Policies have been followed and whether to add or withdraw the material in question.

4. COMPUTER / INTERNET POLICY

Effective Date: 09/14/2011

Revision Date: 4-24-2024

Policy

The mission of the Huntsville Public Library is to provide access to a wide variety of materials in the most appropriate format to meet the educational, informational and recreational needs of the residents of the City of Huntsville. Computers and the electronic resources provided by the Library, either on CD or the Internet, are an extension of the Library's commitment to meet these needs. Like the rest of the collection, there are guidelines for the purchase of electronic resources and these guidelines are presented in the Collection Development Policy. This policy explains the acceptable use of the equipment, Internet filtering, and actions to be taken if the policy is ignored.

The Internet is a valuable addition to the Library's reference collection. However, not all the information found on the Internet meets the Library's selection criteria. To deal with this issue and to follow the guidelines prescribed by the Children's Internet Protection Act (CIPA ~ Public Law 106-554), Huntsville Public Library does filter Internet access for both minors and adults. Given the limitations of Internet filtering software, the Library has chosen to err on the side of more restrictive than less. However, customers questioning the inclusion or exclusion of a web site by the filtering software may speak with the Librarian. If an agreement cannot be reached by the two, the customer may elect to complete a request for "Reconsideration of Internet Site."

4.01 Computer Use

Huntsville Public Library provides computers for customer use. These computers include Microsoft products such as Word, Excel and PowerPoint and high-speed Internet access. They also provide access to materials purchased in a CD or web-based format. This includes genealogical research materials, foreign language tutorials, and computer training.

1. Library customers may access the computers using the bar code on their library card with their PIN as the password.
2. A library card is required to access the computers. Exceptions are made for visitors who do not live in Walker County and do not have a Texas ID. These visitors may receive a guest pass usable up to one hour.
3. One person per computer is allowed. If circumstances warrant allowing two people on one computer, both must have Internet permission if they are minors.
4. Customers must use the equipment with respect; no banging on keyboards, poking the monitor, marking on the computer, etc.
5. No food or drink is allowed at the computers.

6. Customers must respect the other Library users; loud talking, loud cell phone use, unattended children, and other forms of distraction are prohibited.
7. Users are limited to 30 minute sessions with extensions granted based on computer availability. Under special circumstances, as determined by the staff (testing, writing a resume, etc.) users may request additional time.
8. Library computers may not be used for illegal purposes; which includes:
 - a. Viewing nude or pornographic images.*
 - b. Attempting to alter or damage computer equipment, software configurations, or files.
 - c. Attempting unauthorized entry into the City of Huntsville computer network or external networks
 - d. Engaging in activity which is deliberately and maliciously offensive, libelous, slanderous, or harassing to others.
 - e. Transmission of child pornography or obscene material.*
 - f. Intentional propagation of computer viruses.
 - g. Solicitation of sex to either minors or adults.
 - h. Arranging face-to-face meeting with someone one has “met” on the computer network or Internet without a parent’s permission.
 - i. Violation of copyright or communication laws.** (See Title 17, U.S. Code)
9. Customers may print from the public computers for 15 cents per page.
10. Customers may bring their own personal thumb drives to for use on the public computers.
11. Customers may not install any programs on the public computers.
12. A customer may be banned from the computers and the Library for violation of these rules.

4.02 Laptop Use

Purpose

The purpose of this policy is to assist staff with providing consistent, unbiased service to all Library customers who wish to use the in-house laptops. It also outlines acceptable use of the in-house laptops, Internet filtering, and actions to be taken if the policy is ignored.

Policy

In-house laptops are equipped with Internet Explorer, Microsoft Word, Excel, PowerPoint, Access, and Publisher. They are also equipped with printing software and filtering software. Laptops do not check out with a power cord or a mouse.

1. A Library customer may check out a laptop if he/she meets the following conditions:
 - a. The customer has a current library card. This includes a PC-ONLY card.

- b. The customer has no fines for late return of a laptop. A customer with fines for other reasons may still check out a laptop.
 - c. The customer is an adult (age 18 or older).
 - d. The customer has not already used another library computer for two hours.
 - e. The customer agrees to hand over his/her official government-issued ID while using the laptop. No other form of identification will be accepted. No other item may be given in lieu of ID.
2. All laptops are for *in house use only*. They may not leave the library under any circumstances. The laptops are equipped with software which allows staff to determine their location in the event of theft. Laptops may not be taken into restrooms, the Community Room, or the Café.
 3. The customer who checks out the laptop is responsible for it for the entire duration of the check-out period. By checking out the laptop, the customer agrees not to leave the laptop unattended. The customer also agrees that if the laptop is stolen or lost while checked out to the customer, the customer is responsible for the cost of its replacement.

Acceptable Use of Computers & Internet

All guidelines outlined in Section 4.01: Computer/Internet Policy are applicable to the in-house laptops. Any customer found violating this policy will permanently forfeit his or her access to Library computers (including laptops, desktops, and tablets).

4.03 iPad Use

Purpose

The purpose of this policy is to assist staff with providing consistent, unbiased service to all Library customers who wish to use the in-house iPads. It also outlines acceptable use of the in-house laptops, Internet filtering, and actions to be taken if the policy is ignored.

Policy

All customers who wish to check out an iPad must review and sign an information sheet. This will only be done prior to the first checkout and will be kept on file for subsequent checkouts. For minors, the parent must review and sign the form. In-house iPads do not check out with a power cord.

1. A Library customer may check out an iPad if he/she meets the following conditions:
 - a. The customer has a current library card free of fines. Customers with PC Only cards may not use the iPads.
 - b. The customer is age 13 or older.
 - c. The customer has not already used another library computer for two hours.

- d. The customer agrees to hand over his/her official government-issued photo ID while using the iPad. For minors without an official government-issued photo ID, they may hand over their student ID. For minors without a student ID, library staff will create an iPad-only ID with the parent or legal guardian's permission and presence. No other form of identification will be accepted. No other item may be given in lieu of ID.
2. All iPads are for *in house use only*. They may not leave the library under any circumstances. The iPads are equipped with software which allows staff to determine their location in the event of theft. iPads may not be taken into restrooms, the Community Room, or the Café.
3. The customer who checks out the iPad is responsible for it for the entire duration of the check-out period. By checking out the iPad, the customer agrees to not leave the iPad unattended. The customer also agrees that if the iPad is stolen or lost while checked out to the customer, the customer is responsible for the cost of its replacement. For minors, it is the parent or legal guardian's responsibility.

4.04 Internet Use

A. *Internet Disclaimer*

The Internet is an unregulated medium. Some Internet sites may contain inaccurate information. It is the customer's responsibility to determine the accuracy of the information found there.

B. *Filtering*

The following are filtered:

- a. Chat rooms,
- b. Games with graphic violence,
- c. Music videos,
- d. Nudity or pornographic sites* (See Texas Penal Code §43,22)
- e. Other sites deemed to be inappropriate for public display.

C. *Children and the Internet*

Children under the age of 18 must have the permission of a parent or legal guardian to access the Internet. If a visitor is requesting a pass to access the Internet and looks under 35, he or she must present ID to prove he or she is not a minor. The filter does not block certain social media websites. It is the responsibility of the parent or legal guardian to monitor their child's Internet usage, which includes ensuring their children do not disclose personal information online that may affect the child's safety. Huntsville Public Library staff has neither the right nor the responsibility to act *in loco parentis* (in place of parents.)

D. *Challenges to a Web Site*

Customers questioning the inclusion or exclusion of a web site by the filtering software may speak with the City Librarian. If an agreement

cannot be reached by the two, the customer may elect to complete and return to the Librarian a “Request for Reconsideration of Internet Site.” The Librarian and select staff will review the site in question and determine if the site is appropriate for Library use. Within a reasonable amount of time the Librarian will respond to the customer’s request in writing outlining the reasons for the decision. If the customer is dissatisfied with the decision, they may appeal the decision to the Library Board at the next regularly scheduled meeting. The Board, after hearing from the customer, any other interested parties, and the City Librarian, will decide whether access to the site should be changed.

E. Response to Violations

The customer’s access to the Library’s computer network and Internet is a privilege, not a right. Failure to comply with the policy and rules stated will result in the forfeiture of the user’s access to Library computers.

F. Applicable Law

j. *Texas Penal Code §43.22 Obscene Display or Distribution

- i. A person commits an offense if he intentionally or knowingly displays or distributes an obscene photography, drawing, or similar visual representation or other obscene material and is reckless about whether a person is present who will be offended or alarmed by the display or distribution.
- ii. An offense under this section is a Class C misdemeanor.

Acts 1973, 63rd Leg., p. 883, ch. 399, §1, eff. Jan. 1, 1974.
Amended by Acts 1993, 73rd Leg., ch. 900, §1.01, eff. Sept. 1, 1994.

k. *Texas Penal Code §43.24. Sale, Distribution, or Display of Harmful Material to Minor.

- i. For purposes of this section:
 - a. “Minor” means an individual younger than 18 years.
 - b. “Harmful material” means material whose dominant theme taken as a whole:
 - (A) appeals to the prurient interest of a minor, in sex, nudity, or excretion;
 - (B) is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable for minors; and

- (C) is utterly without redeeming social value for minors.
- (b) A person commits an offense if, knowing that the material is harmful:
 - (1) and knowing the person is a minor, he sells, distributes, exhibits, or possesses for sale, distribution, or exhibition to a minor harmful material;
 - (2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display; or
 - (3) he hires, employs, or uses a minor to do or accomplish or assist in doing or accomplishing any of the acts prohibited in Subsection (b)(1) or (b)(2).
- (c) It is a defense to prosecution under this section that:
 - (1) the sale, distribution, or exhibition was by a person having scientific, educational, governmental, or other similar justification; or
 - (2) the sale, distribution, or exhibition was to a minor who was accompanied by a consenting parent, guardian, or spouse.
- (d) An offense under this section is a Class A misdemeanor unless it is committed under Subsection (b)(3) in which event it is a felony of the third degree.

Acts 1973, 63rd Leg., p. 883, ch. 399, §1, 3ff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, §1.01, eff. Sept. 1, 1994.

3. **Copyright Law (Title 17, U.S. Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principals of “fair use.” Any responsibility for any consequences of copyright infringement lies with the user. The Library expressly disclaims any liability or responsibility for such use.

5. CUSTOMER BEHAVIOR

The Huntsville Public Library is a public facility that offers services to all, and all customers should feel especially welcome. The library has the responsibility to provide an environment that is safe and comfortable for every customer who is appropriately using its services and facilities. The purpose of this policy is to ensure those using the library and its resources have a safe, comfortable environment that supports appropriate library services.

1. *General Customer Behavior*

Customers demonstrating disruptive behavior will be given one warning, and will then be required to leave the library if the behavior does not improve. Disruptive behavior includes, but is not limited to, noisy, boisterous actions; inappropriate behavior, including eating outside of the café, drinking from a non-leak-proof container, drinking at a library computer or in the computer lab, smoking, running, or loud talking; misuse of Library property; uncooperative behavior; or actions that deliberately annoy others or prevent the legitimate use of the Library and its resources. Abusive language and behavior toward the staff or other customers will not be tolerated.

Threatening and/or illegal behavior will not be tolerated. If threatening behavior is exhibited by anyone in the library, the Huntsville Police Department will be called immediately. Customers who exhibit threatening behavior requiring police intervention will be issued a restraining order after the second instance and barred from the library and its premises for one year. Customers demonstrating illegal behavior will be issued a restraining order after the first instance and barred from the library for one year.

Personal appliances, such as laptops and tablets, may be used if the noise level is low and use does not interfere with others. Customers using laptops must mute the sound or use headphones. Cell phones must be turned off or switched to a non-audible signal. Customers may speak on cell phones in the library provided they do so in a low, non-disruptive voice. Cell phones may not be used at the front desk.

2. *Children Behavior*

Children and young people are expected to behave in a manner appropriate to a public library setting. Inappropriate behavior includes running, yelling, and all forms of roughhousing. Parents, guardians, or assigned chaperones are responsible for the behavior of their children while in the library.

Children age 8 and under must be accompanied by an adult age 18 or older at all times and in all areas of the library. To accommodate adults

with children, computers are available for adults to use in the Children's Room.

Children ages 8-13 may be in the Children's Department unattended but an adult age 18 or older must be in the library at all times. Children with disruptive behavior will have to stay with their adult at all times and in all areas of the library.

Children 8-13 without an adult in the library will be given the opportunity to call a parent or guardian in order to provide for the safety and security of the child. If a guardian cannot be reached, Huntsville Police will be notified. Library staff members do not act in place of the parent.

Children who have not been picked up at closing time will be given the opportunity to call a parent or guardian. In order to provide for the safety and security of the child, children who have not been picked up after closing will be left in the care of Huntsville Police. Under no circumstances will staff transport children in a vehicle or accompany them home.

3. *Program Behavior*

Customers attending both library and non-library programs at the library must adhere to the policies outlined in this chapter concerning customer behavior and the supervision of children. Children under 8 years old may not be left unattended during a program at any time in any part of the library. Children or adults who exhibit disruptive behavior during programs will be required to leave the library immediately.

4. *Telephone Use*

While the telephone at the circulation desk is a business phone, customers may make a short call to arrange for transportation or to address library related issues.

6. INTERLIBRARY LOAN

Policy

The Interlibrary Loan service provides customers possible access to items not available from Huntsville Public Library; but that may be borrowed through the generosity of other libraries. This policy outlines the responsibilities of our customers as they take advantage of the service. Section 6.02 outlines the responsibilities of libraries wanting to borrow from our collection.

6.01 Borrowing

A. Customer Responsibilities

1. Customers making ILL requests must have had a Huntsville Public Library card for 30 days or more and have no fines or overdue materials.
2. Customers are responsible for providing adequate information to Library staff to locate the book(s) or item(s) requested. Information required for most books includes proper spelling of author's first and last name, title and format – print, large print, or audiobook. Some additional information such as publisher or publication date may be required. Staff will accept ILL requests for periodical articles only after all local sources for an article have been exhausted. For such periodical articles, complete citation information must be given, including author, title of article, periodical source, date and/or volume and number, and page numbers. Customers may seek assistance from reference staff if needed.
3. No user may request ILL services for another individual.
4. Users may have no more than five ILL requests active at one time.
5. The Library will contact the customer before placing any ILL requiring a fee.
6. Library staff will notify customers of materials received via phone or email. Connection with an individual or answering machine will service as a legitimate notification.
7. ILL materials should be picked up promptly following notification. Any item not picked up will be returned to the lending institution when it is within 7 days of the due date and the patron will be charged a fine of \$3 per item.
8. Customers are notified of the due date of ILL materials upon pick-up. It is the responsibility of the customer to return these materials to Huntsville Public Library on time.
9. The late fee rate for overdue ILL material is \$1 per item per day plus any fees assessed by the lending library. When applicable, the customer may call three to five days before the due date to request a renewal during which time the late fee will not be charged; however, renewals are NOT guaranteed for any item.
10. ILL fees are the responsibility of the borrower.

11. Huntsville Public Library reserves the right to restrict the use of certain ILL items to in-Library use only.

B. Loss of Privileges May Occur If:

1. The borrower, more than once, is late in returning an ILL item.
2. The borrower, more than once, returns a damaged item.
3. The borrower, more than once, loses an ILL item.
4. The borrower does not pay for all ILL related fines and fees; which may include replacement costs for lost or damaged items, overdue fees.
5. The borrower, more than once, failed to pick up requested items.
6. The borrower has committed any combination of these offenses.

C. Items Not Applicable for ILL Include the Following:

1. Materials owned by the Huntsville Public Library, unless the items are presumed missing or lost. Special circumstances will be considered with final decisions made on a case by case basis by Library supervisory staff.
2. Items that cannot be shipped via Amigos Courier.
3. Entertainment videos and DVDs.
4. Music CDs.
5. Items published within the last six months.
6. Rare books or other rare materials.

6.02 Lending

A. Lending Stipulations

1. ILL requests will be accepted from Texas libraries only.
2. Items will be shipped via Amigos Courier only.
3. The lending period will be four weeks after the borrowing library has received the material.
4. Renewals are not allowed.

B. Fees

1. Borrowing libraries will be invoiced for any lost or damaged item. Items will be considered lost if not returned within 60 days of the due date.
2. No processing fees will be charged.
3. Invoiced items will be Net 60 account.

C. Items Not Available for Borrowing Include, but Are Not Limited to, the Following:

1. Genealogy materials

2. Reference or rare materials
 3. High demand materials including audiovisual materials.
 4. Materials deemed too costly
 5. Materials that have been in the library's collection less than one year
 6. Serial publications
 7. E-books or other E-materials
- D. Copy Requests
1. Paper copies will be provided for 15 cents per page. Electronic copies will be provided at no charge.
 2. An invoice will accompany copies.

7. ROOM RENTAL

Purpose

The meeting rooms of the Huntsville Public Library may be used by the general public. The primary purpose of the meeting rooms is for programs presented by the library or library-related organizations. When not required for the use of the library or library-related organizations, groups are encouraged and welcome to use the room subject to the policies outlined below.

7.01 Policy Applicable to All Meeting Rooms

A. Rules and Regulations

1. The meeting rooms may be used for community activities appropriate for a public library building. The City Librarian and/or the Assistant City Librarian will make this determination. The rooms may be reserved for book sales or other fundraising events, the proceeds of which will go to the direct benefit of the library.
2. No money may be collected on the library premises with the exception of dues for the Library Friends group and other auxiliary groups, the proceeds of which go to the direct benefit of the library.
3. The library reserves the right to charge for the use of the meeting rooms. Please see the fee schedule in section 7.05.
4. Use of the library's meetings rooms does not constitute endorsement by the City or the Library of any points of view expressed by the group. No advertisements or announcements implying such endorsement will be permitted. The library's phone number may not be used by any non-library related group.
5. Library staff will not handle reservations or incoming phone calls for any non-library related group. Individuals and organizations renting the rooms may use the provided phones in the rooms to make outgoing local calls only.
6. Attendance at meetings is limited to the seating capacity specified by the fire marshal. These numbers are outlined in the following sections. For statistical purposes, the number of people attending must be reported to library staff.
7. The meeting room must be set up by the group making the reservation and returned to its original condition by the end of the reservation period. Additional chairs and tables set out in the meeting rooms must be set up and put away by each group using the rooms. No additional furniture other than that available in the meeting rooms will be provided unless prior arrangements have been made. All trash must be carried out and dumped into the trash can outside of the library near the drive-thru on 14th Street. The trash cans must be returned to their original location and fresh liners put in them.
8. The length of time needed for each meeting should include time for setting up the meeting room and putting it back in order (including cleaning) at the end of the meeting. If the meeting extends beyond the

scheduled time, library staff will request that the meeting be adjourned. Portions of the deposit may be withheld if the meeting goes past the time allotted. See the fee schedule in section 7.05.

9. Four foot wide aisles must be maintained on each side and down the middle of each seating arrangement to provide clear access to exits in case of emergency.
10. Equipment, supplies, or personal belongings cannot be stored or left in the library before or after use.
11. The library is not responsible for lost or damaged items.
12. Items may not be affixed to the meeting room walls in any way. Nothing can be placed against the walls in any room in the building.
13. Smoking is not allowed in the library or on library grounds. Alcoholic beverages may not be dispensed or consumed in any part of the library or library property. The individual making the reservation, as well as the membership of the group as a whole, agrees to comply with all applicable federal, state, county, and city ordinances, rules, and regulations now in force or which may hereafter be enacted or promulgated.
14. The individual making the reservation, as well as the membership of the group as a whole, will be held responsible for any and all damage incurred as a result of the use of the facilities.
15. Permission to use the library meeting rooms may be withheld from groups whose members or invitees damage the room, carpet, equipment, or furniture or fail to comply with the rules and regulations. Individuals causing disturbances during meetings, including those who are causing excessive noise not conducive to a library setting, will be asked to leave without a refund of the rental fee.
16. The individual making the reservation will be responsible for signing the Community Room Sign In/Out form upon arrival and departure.
17. The Community Room may be used outside of operating hours with additional restrictions (see Section 6.02). All other meeting rooms must be used during times the library is open to the public.
18. Children under the age of 13 must be accompanied at all times by an adult.
19. All minors' functions and activities must be chaperoned by at least one responsible individual 21 years of age or older (for every five minors).
20. The individual making the reservation, as well as the membership of the group as a whole, agree to indemnify and hold the City of Huntsville harmless from and against any and all losses, expenses, demands, and claims made against the city arising in any manner from such group's use of the library facilities, whether such losses, expense, demand, or claim made against the City of Huntsville is caused by the city's negligence or not.
21. Use of the meeting room by any group signifies acceptance of the terms of this policy.

B. Reservations

1. Library-related functions are given first priority. Other requests will be considered on a first-come, first-served basis, but all previous approvals may be cancelled at any time. If the room is needed on an emergency basis for official city business or library programming, the reservation will be cancelled and may be rescheduled at the group's request.
2. Requests for the use of the meeting rooms may be made by completing Meeting Room Reservation Agreement form. Submission of an application does not mean that the room is automatically reserved. Contact the Assistant City Librarian to confirm the reservation after submitting the application. The reservation is not considered active until the room fees and deposit have been received and cleared by the library, which may take up to ten business days.
3. The application must be submitted to the library at least two weeks, but no more than two months, in advance of the date requested. If a group or individual wishes to reserve a meeting room fewer than two weeks ahead of time, the deposit must be paid in cash or credit card.
4. Reservations for the meeting rooms may not exceed two meetings per month. Exceptions to this rule may be authorized by the City Librarian or Library Services Coordinator.
5. Reservations are not automatically renewable.
6. Groups holding reservations are requested to notify the library of any cancellation three (3) days before the date in order to free the room for other groups.
7. Failure to comply with any of these rules may result in refusal by the library to allow future meetings by the offending group or individual.

7.02 Community Room

A. Specifications

1. Dimensions: 1,872 ft²
2. Hours: Available during library operating hours
10 a.m. to 7 p.m. Monday-Friday, 12 p.m. to 4 p.m. Saturday
Extended hours are available at the discretion of the City Librarian or Assistant City Librarian.
3. Furnishings: 250 chairs, 10 tables
4. Available Equipment: projector (can be connected to a personal laptop), sound system, microphone, Blu-Ray player, 55" television, catering kitchen with refrigerator, sink, and microwave
5. Capacity: 250

B. Policy

1. To use the community room's AV equipment, a brief half-hour class on the proper use of the equipment must be taken prior to the reservation period. These classes can be scheduled through the Library Services Technician – Technology Coordinator. The class need only be taken once per individual or group, regardless of how many times the individual or group reserves the room.
2. Use of the kitchen is included in the rental of the room. It is a catering kitchen meant for heating or re-heating of food, not full meal preparation. The kitchen includes a refrigerator, microwave, a double sink, and a countertop. The kitchen must be cleaned and returned to its original condition if used. Trash must be emptied.
3. Reservations may be made for the Community Room on official City holidays when the library is closed and before or after the library's normal business hours provided a Library staff member is available to provide security for the building. If a Library staff member is unavailable to provide security on the date requested, the reservation will not be made.
4. Reservations may never be made for the Community Room on any weekend adjacent to an official City holiday.

7.03 Board Room

A. Specifications

1. Dimensions: 312 ft²
2. Hours: Normal operating hours of the library
3. Furnishings: 1 table, 16 chairs
4. Available Equipment: wall-mounted television screen (can be connected to a personal laptop), DVD player, and telephone.
5. Capacity: 16

B. Policy

The Board Room is suitable for light refreshments or boxed lunches. More extensive catering must be reserved for the Community Room. Please see section 7.01 for all additional applicable policies.

7.04 Study Rooms

A. Specifications

1. Dimensions: 2 rooms, 80 ft² each
2. Hours: Normal operating hours of the library
3. Furnishings: 1 table, 4 chairs
4. Available equipment: None
5. Capacity: 4

B. Policy

1. Reservations are suggested for the study rooms, but are not required. If no reservation has been made for the rooms, they may be used on a first-come, first-served basis. Individuals must sign the Sign In/Out sheet located at Adult Services Desk.
2. Each study room may be used for up to two hours per day by a single group or individual. If another group or individual is waiting to use the room and the previous group or individual's time has run past two hours, they will be asked to cede the room to the next person.

7.05 Fee Schedule

A. Community Room

1. For-profit groups outside Walker County: \$150 for the first hour, \$50 each subsequent hour
2. For-profit groups within Walker County: \$100 for the first hour, \$50 each subsequent hour
3. Other groups or individuals outside Walker County: \$25/hour
4. Other groups or individuals within Walker County: Deposit only
5. After-hours surcharge (applicable to all groups): additional \$30/hour
6. Per City Ordinance, AV equipment rental fee is \$20/day.
7. Deposit: \$150

B. Board Room

1. For-profit groups outside Walker County: \$150 for the first hour; \$50 each subsequent hour
2. For-profit groups within Walker County: \$100 for the first hour; \$50 each subsequent hour
3. Other groups or individuals outside Walker County: \$25/hour
4. Other groups or individuals within Walker County: Deposit only.
5. Per City Ordinance, AV equipment rental fee is \$20/day.
6. Deposit: \$150

C. Study Rooms

1. All groups and individuals: no charge
2. Deposit: no deposit required

D. Deposit Withholdings

In order to receive a full refund of the room rental deposit, the organization or individual renting the room must clean it and return it to its original condition. This includes, but is not limited to, wiping down all table and furniture surfaces, throwing away all trash, taking trash bags to the outdoor trash can, cleaning any spills that occur, wiping down kitchen sinks and counters, and returning all furniture to its original position. This is not an exhaustive list.

All or portions of the group or individual's deposit may be withheld in the event of damages or other events. If the damage exceeds the amount of the initial deposit, the group or individual will be billed. The room will be inspected before the renter's deposit is returned, which may take several business days.

1. Damage to any aspect of the room, furniture, or equipment: actual cost to repair
2. Occupying room past reservation time: \$15/quarter hour
3. No call no show: \$50
4. Room not cleaned and/or returned to original state: \$50
5. Failure to return key card: \$50

8. CHILDREN'S ROOM POLICY

Purpose

The Dr. Harley and Marjorie Rex Children's Room provides resources for children to help turn them into lifelong learners and library users. The purpose of this policy is to outline acceptable use of the Children's Room and its resources and to ensure that the Children's Room is a welcoming, safe place for all children who use it.

Policy

A. Child Safety in the Children's Room

1. Children age 8 and under must be accompanied by an adult age 18 or older at all times and in all areas of the library. To accommodate adults with children, computers are available for adults to use in the Children's Room. Children ages 8-13 may be in the Children's Department unattended but an adult age 18 or older must be in the library at all times. Children with disruptive behavior will have to stay with their adult at all times and in all areas of the library. Children 8-13 without an adult in the library will be given the opportunity to call a parent or guardian in order to provide for the safety and security of the child. If a guardian cannot be reached, Huntsville Police will be notified. Library staff members do not act in place of the parent.
2. It is the parent or guardian's responsibility to supervise children. Library staff do not act in place of the parent or guardian and are not responsible for the care of unsupervised children.
3. The Children's Room is reserved for the use of children. Adults unaccompanied by a child may use the Children's Room only if they are looking for materials to check out and must leave the room once they have located the items. Adults unaccompanied by a child may not use the Children's Room to lounge. Any adult found in the Children's Room not supervising a child or browsing for materials to check out will be asked to leave immediately.
4. While all computers are filtered, the technology is imperfect. It is the responsibility of the parent or guardian to supervise children's access to materials on the Internet. Library staff are not responsible for monitoring children's use of the Internet.
5. Children must conduct themselves at all times in a manner appropriate to a library setting. Running, roughhousing, loud noise, inappropriate conduct with the furniture or toys (such as pushing or climbing) or other disruptive, damaging, and/or dangerous behavior is not acceptable. It is the responsibility of the parent or

guardian to supervise children's behavior in the library. Library staff are not responsible for monitoring children.

6. All other behavior rules outlined in Chapter 5 apply.

B. Adults in the Children's Room

1. The use of the children's computers is restricted to children age 13 and under. Adults wishing to use a computer while supervising a child in the Children's Room may use the desktop designated for adult use or check out a laptop, provided he/she meets the criteria to do so.
2. An adult wishing to check out a laptop who is unaccompanied by a child may enter the Children's Room to check out the laptop, then must take the laptop to another part of the building.
3. An adult supervising a child in the Children's Room may bring materials from other areas of the library, such as a book from the adult reading room, into the Children's Room.

9. TEEN AREA POLICY

Purpose

The purpose of this policy is to outline acceptable use of the Teen Area and its resources and to ensure the Teen Area is a welcoming, safe place for all teens who use it.

Policy

A. Use of the Teen Area

1. The Teen Area is reserved for the use of teenagers age 13-17. Library customers whose age falls outside this range may use the Teen Area only if they are accompanied by a person age 13-17. Anyone over 17 found in the Teen Area who is not accompanied by a person age 13-17 will be asked to leave immediately.
2. All behavior rules outlined in Chapter 4 apply.

B. Teen Computers

1. The use of the teen computers is restricted to teens age 13-17. Due to the limited number of computers available, no exceptions will be made for library customers whose age falls outside this range.
2. All other policies concerning the use of library computers found in Chapter 5 apply.

C. Other Teen Area Technology

1. Teens wishing to use the technology in the Teen Area must have the permission of their legal guardians.

10. GENEALOGY ROOM POLICY

Purpose

The Johnnie Jo Sowell Dickenson Genealogy Room is a valuable resource for library customers who wish to research family and local history. The purpose of this policy is to outline acceptable use of the Genealogy Room and its resources and to ensure that the collection remains intact.

Policy

A. Use of the Genealogy Room

1. The Genealogy Room is reserved for the use of library customers researching family and/or local history.
2. Children between the ages of 12 and 17 wishing to do research in the Genealogy Room must be accompanied by a responsible adult at all times. Children not doing research must remain quiet and seated while in the room.
3. Children under the age of 12 will not be admitted into the Genealogy Room due to the delicate nature of the materials.
4. The Genealogy Room is a secure space. All customers who wish to enter the Genealogy Room must sign in at the front desk and obtain a keycard.
5. Customers may only bring a notebook, loose papers, pencils, and/or a billfold into the Genealogy Room. Lockers are available for customers to secure other items not allowed in the room.
6. The Genealogy Room is a quiet room. Any talking should be in a low voice. Cell phones must be set to vibrate or silent, and calls should be taken outside of the room.
7. All behavior rules outlined in Chapter 5 apply.

B. Genealogy Computers

1. The use of the genealogy computers is restricted to customers researching family and/or local history.
2. All other policies concerning the use of library computers found in Chapter 4 of this policy manual apply.

C. Other Genealogy Equipment

1. The scanner and microfilm readers are for the sole use of customers conducting genealogy and/or local history research.

D. Archives

1. Customers may view up to three archive folders at one time.

11. DISPLAY POLICY

Purpose

Huntsville Public Library provides displays and exhibits in the Library to highlight the library's collection.

Policy

A. Selection of Displays

1. Library displays are planned, organized, and/or implemented by library staff. Displays are used to highlight new materials, the variety of subjects, genres, and formats offered in the library, and to stimulate interest in the library collections, services, and resources. Library staff use the following criteria in making decisions about display topics, materials, and accompanying resources:

- Community needs and interest
- Availability of display space
- Historical or educational significance
- Connection to other community or national programs, exhibitions, or events
- Relation to library collections, resources, exhibits, and programs

2. The Library Director will submit display topics to the Library Board twice per year as part of the consent agenda.

3. The City reserves the right to take down or to instruct the Library Director to take down displays.

4. Placement of materials on display does not imply the Library's endorsement of ideas, opinions, or viewpoints expressed therein. The City reserves the right to take down or to instruct the Library Director to take down displays.

B. Questions and Concerns

1. The Library welcomes expressions of opinion from patrons concerning library exhibits and displays. Questions or concerns should first be addressed with the Library Director. Patrons who wish to continue their request for review may submit a Request for Reconsideration form, which can be obtained at the Library or on the Library's website. Requests for review of library displays and exhibits will be considered in the same manner as requests for reconsideration of materials, as outlined in the Request for Reconsideration Policy.