

## Tulare Public Library Policies

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## 1.0 About the Library

### 1.1 Mission Statement and Contact Information

The Mission of Tulare Public Library is to support the personal, educational, and professional needs of the diverse community we serve by providing access to a wide variety of resources and a commitment to excellent customer service.

Address: 475 North M St.  
Tulare CA, 93274

Website: [www.tularepubliclibrary.org](http://www.tularepubliclibrary.org)

Email: [info@tularepubliclibrary.org](mailto:info@tularepubliclibrary.org)

Library Phone Tree and Main Line	599-685-4500
Card Services and Check-Out	559-685-4501
Research and Information	559-685-4503
Youth Services	559-685-4519
Genealogy and Local History Room	559-685-4518
Library Manager	559-685-4506
Circulation Librarian	559-685-4505
Adult Services Librarian	559-685-4517
Youth Services Librarian	559-685-4507
Library Fax	559-685-2345

Logo(s):



*Tulare Public Library Policy (updated July 5, 2012)*

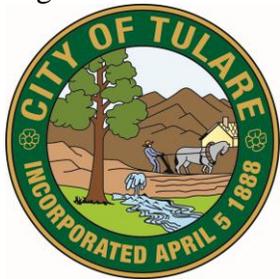
## **1.2 City of Tulare**

Mission Statement: To promote a quality of life making Tulare the most desirable community in which to live, learn, play, work, worship and prosper.

Tulare City Council meetings are held in the City's Council Chambers (located in the Library) every first and third Tuesday of the month at 7:00pm. The latest minutes and agendas from these meetings can be found on the [Tulare City website](http://www.ci.tulare.ca.us) or on the Library's Community Events bulletin board.

Website: <http://www.ci.tulare.ca.us>

Logo:



### **1.3 San Joaquin Valley Library System**

Mission Statement: The San Joaquin Valley Library System assists member libraries to enhance service to their public through cooperation, resource sharing, technology and networking.

In order to provide the best service possible to the citizens of Tulare, Tulare Public Library is a member of the San Joaquin Valley Library System (SJVLS). With a free SJVLS library card, Tulare patrons have access to the collections of all 112 libraries in the Library System. In addition to shared committees, all libraries share one Integrated Library System (ILS) which allows the libraries to share materials.

Committees open to public attendance:

Admin Council: Bimonthly on the first Friday of the month  
Tulare County Library our Tulare Public Library,  
Visalia/Tulare (rotates) at 10am

Electronic Resource: Bimonthly on the third Wednesday of the month  
Tulare Public Library, Tulare at 10am

Automation: Bimonthly on the fourth Wednesday of the month  
Tulare Public Library, Tulare at 10am

Note: some meeting dates may be changed because of scheduling conflicts. The latest agendas and minutes can be found on the Library's Community Events bulletin board.

Website: <http://www.sjvls.org/>

Address: 2420 Mariposa Street  
Fresno, California 93721

Phone: 559-600-6283

Logo:

**S J V L S**



San Joaquin Valley Library System

#### **1.4 Library Bill of Rights**

The [American Library Association](#) affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. 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.
- II. 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.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.  
Amended February 2, 1961, and January 23, 1980,  
inclusion of "age" reaffirmed January 23, 1996,  
by the ALA Council.

*Tulare Public Library Policy (updated May 16, 2018)*

## **1.5 Library Advisory Board**

The Tulare Public Library Advisory Board advises the Library Director and the Tulare City Council on matters pertaining to the Tulare Public Library and the services it provides. Members are appointed by the Tulare City Council for 4-year Terms of Service.

Meetings are held the third Wednesday of the Month at 4:00 PM in the Library's Charter Room.

Information on how to join the Board can be found on the [Library's website](#). Minutes and agendas can be found on the Library's Community Events bulletin board.

*Tulare Public Library Policy (updated May 16, 2018)*

## **1.6 Tulare Library Foundation**

The Tulare Library Foundation is an independent, non-profit, 501c3 organization promoting private donations to enrich and support the Tulare Public Library's facilities, educational programs, and resources. It has been said that one important measurement of a community's overall quality of life can be judged by the quality of its public library. The Tulare Library Foundation is dedicated to the ideal of providing quality library services for the public benefit within the City of Tulare.

Foundation meetings are held the third Thursday of the Month at 12:00 PM in the Library's Olympic Room.

Logo:



Meeting minutes, agendas, and information on how to join the Foundation can be found on the [library's website](#).

*Tulare Public Library Policy (updated May 16, 2018)*

## **1.7 Friends of the Tulare Public Library**

[Friends of the Tulare Public Library](#), is a not-for-profit committee of the Tulare Library Foundation that provides volunteers and financial assistance to the Tulare Public Library. The Friends of the TPL is instrumental in drawing attention to the library, distributing library card applications, supporting educational programming, stimulating the giving of books, magazines, etc. and acquiring desirable collections and endowments.

Membership is open to any and all who believe in the importance of the library and the services it provides. If you are interested in becoming a member, download the volunteer application from the website, or pick up a form at the library.

Friends of the Tulare public Library organize and conduct a book sale to benefit the Library on the first Saturday of each month.

Logo:



## **1.8 Privacy Policy**

According to California State Law ([Government code section 6267](#)) a library is obligated to assure confidentiality of records relating to registration and circulation. Library records will not be made available to any agency of the state, federal or local government except pursuant to such process, order or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power. The Library protects library user account information by placing it on a secure server. The Library does not collect personal information about a library user when a user visits the Library's Web site, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Protecting library user privacy and keeping confidential information that identifies individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the Library.

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current information, items currently checked out or on hold, as well as overdue materials and fines.

The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time. When fines accrue on a user's account, the Library does maintain records of items still outstanding on the user's record. When overdue materials are returned and all associated fines are paid, the information associated with the library card number is deleted.

The Library requires a parent or legal guardian to authorize a child 13 and under to obtain a library card by signing the child's library card application. A parent or legal guardian of a child 13 or under who wishes to obtain information regarding their child's library materials must present valid identification. The Library will disclose that child's current circulation records upon request from the child's parent or legal guardian who 1) originally authorized the child to obtain a library card or, 2) presents the child's card at the time of the request, or 3) is accompanied by the child to whom the circulation records pertain. Patrons over age 13 are able to apply for and receive library cards without a parent's signature if they meet our identification requirements. If your child is age 13 or over then the Library cannot disclose your child's circulation records without your child's written authorization.

The Library uses an online computer reservation program that allows the public to reserve a computer. The Library's public computer stations are programmed to delete the history of a library user's Internet session and all searches once a session is completed. Booking history is deleted every day. Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection.

If contact information is provided, the Library may contact the library user. The Library treats reference questions, regardless of format of transmission confidentially. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements. The Library's Web site contains links to other sites. Tulare Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes. The Library encourages library users to become familiar with privacy policies of other sites visited.

*Tulare Public Library Policy (updated May 18, 2011)*

## **1.9 Photographing and Filming in the Library**

Photography or filming is permitted if it is for general Tulare Public Library promotion by the media, student projects, and/or if it is strictly for personal use. The Library may use these images for use on the Library's website, social media sites, print advertisements, and any other marketing campaign deemed appropriate.

In order to protect the rights of the individual library patrons and to reduce distractions, photographing and videotaping on Tulare Public Library property are restricted as follows: under no circumstances may the public, members of the media, or Library staff take photographs or videotape without the express permission of Library patrons who would be prominently included within the composition.

Requests to photograph or videotape for commercial purposes are not permitted without the approval by the Library Manager. Requests for permission to photograph or videotape for commercial purposes must be submitted in writing for review by the Library Manager.

## **2.0 Library Materials**

### **2.1 Collection Maintenance**

Tulare Public Library's commitment is to the people within its service area, including people of every age, education, background, personal philosophy, religious belief, occupation, economic level, ethnic origin and human condition. The collection attempts to reflect the community, and contains information on a variety of subjects and views. It is organized to provide free and easy access to patrons within the limitations of space and budget. The Library does not accept any materials on loan.

Criteria for inclusion of materials in any format:

- Public demand and interest
- Critical reviews
- Presentation and readability
- Reflection of all sides of issues
- Author's reputation and significance as a writer without regard to political, racial, religious, or affiliation
- Reputation and standing of the publisher
- Availability of the material or information elsewhere
- Local or national significance
- Cost and quality of the physical/digital format

An item need not meet all of these criteria to be selected.

The *Collection Maintenance Policy* for the Tulare Public Library is based on the principles found in the *Library Bill of Rights*. This policy enables the Library to provide access to a wide range of materials in a variety of formats. It is the responsibility of the individual patrons to determine which of these materials is most appropriate to their needs.

Weeding/Discarding of Materials:

Materials will not be excluded because they may cause concern to some individuals. They will not be excluded solely because they contain political, religious, or moral views that may be controversial, nor because of language or depictions if they meet other selection criteria. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of new editions. This ongoing process of weeding is the responsibility of the librarian(s). The Library disposes of materials as outlined in the [\*City of Tulare's Administrative Policy No. 91-03\*](#).

Any patron, who feels strongly that an item should not be part of the collection, is welcome to submit a [\*Reconsideration of Library Materials Form\*](#) for the Library Director to review.

## **2.2 Gifts and Donations**

The Tulare Public Library gladly accepts the donation of books and media items (DVDs, CDs, or video games) with the understanding that the Library may do with them as it sees fit. The Library will also not accept outdated media formats (VHS, cassette tapes, etc.); encyclopedias; or text books. Items in poor condition (torn, mildewed, missing covers) will be thrown away. All donations with more than six (6) items must be boxed or bagged.

Gifts made to the Tulare Public Library are accepted with the provision that they will be viewed and evaluated for possible addition to the library collection in accordance with established selection criteria. Materials added to the collection will be subject to disposition in the same manner as materials acquired through all other acquisition channels. Gifts accepted for the collection become the property of the City of Tulare. Gifts not added to the collection will be disposed of in a way that will be most advantageous to the Library, in accordance with the *City of Tulare's Administrative Policy No. 91-03*.

Upon receipt of gift materials a Gift Receipt is given to the donor acknowledging the quantity and format of the gift items. Due to the Internal Revenue Service Regulations, the Library is prohibited from providing an estimate of monetary value of the donation.

### City of Tulare Administrative Policy No. 91-03 Disposition of Surplus Library Materials

It is the policy of the City of Tulare that the Library Director, with the approval of the Library Board, be empowered to dispose of unwanted library materials as he or she deems appropriate. Library materials are defined as books, magazines, records, tapes, etc., which have been withdrawn from the collection or are gifts to the library that the Director does not wish to add to the collection. This policy recognizes the uniqueness of library materials and considers the burden that the disposal of library materials under normal surplus procedures may impose. The authorization shall not conflict with the established Procurement Policy already in force and applies to library materials only, not furniture, equipment, etc.

Adopted December 26, 1991

## **2.3 Video Game Policy**

### **Video Game Policy**

The Tulare Public Library is pleased to provide video games for checkout. We carry video games for a variety of systems.

The Library has video games with the following ratings as established by the ESRB (Entertainment Software Rating Board):

- EC (Early Childhood) – suitable for children 3 years and older.
- E (Everyone) – suitable for ages 6 and older (may contain cartoon, fantasy or mild violence, and/or infrequent use of mild language)
- E10+ (Everyone) – suitable for ages 10 and older (may contain more cartoon, fantasy, or mild violence, mild language, and/or minimal suggestive themes)
- T (Teen) – suitable for ages 13 and older (may contain violence, suggestive themes, crude humor, minimal blood, simulated gambling, and/or infrequent use of strong language)

The Library does not carry video games given the rating of M (Mature) or AO (Adults Only).

### **Borrowing Rules and Fees** (*Standard Rules & Fees Apply, See Library Policy 3.2 & 3.3*)

- Video games may only be requested by Tulare Public Library Patrons.

### **Where to Return Video Games**

- Return video games to any Library location – regardless of where you checked them out. Most branches have book drops on the outside of the building to return items during closed hours. All formats (books, CDs, DVDs, etc.) can be returned in the book drop.

**Damage to Equipment:** The library is not responsible for any damage to patron's audio or video equipment.

The Library does NOT provide any gaming system or accessories. The patron must provide their own gaming system and accessories.

### **3.0 Borrowing Library Materials**

#### **3.1 Obtaining a Library Card**

Library cards are provided free of charge to first time applicants. The fee to replace lost cards is \$2.00 for adults and \$1.00 for child or young adult cards. Lost cards should be reported immediately to avoid potential charges incurred by another person.

The following information must be provided on the [application](#):

- Legal name (as it appears on ID)
- Mailing address\*
- Residence address (if different from your mailing address)
- City
- State
- Phone Number
- Valid Identification (California Driver's License, California Identification Card, Immigration ID, Current Passport, Student Identification Card, Parole Identification Card, Other types of current, government-issued identification with a photo)
- Date of birth
- A four-digit pin number (chosen by patron)
- Signature
- Email (preferred but not required)

\*Address information must be verified. Acceptable forms of verification include a driver's license, lease, utility bill, a piece of mail received at the address, checkbook, etc. Electronic and paper verification will be accepted. Patrons who cannot provide proof of address may be issued a temporary resident card. It is necessary to keep your address and phone number current by informing the library of any changes.

Tulare Public Library cards are good in all of the San Joaquin Valley Library System (SJVLS). If you have a library card from any other library in SJVLS, you do not need to apply for a separate Tulare Public Library card. However, if you wish to change your home library to TPL we will issue you a replacement card for free.

Tulare Public Library offers the following library card types.

#### Adult Cards:

This card is issued to patrons residing in the San Joaquin valley who are able to complete full application and are 18 years or older.

#### Child Cards:

Card for minor under 13 must have guardian (person over 18 accepting financial responsibility) signature on application with guardian ID and proof of address. Multiple guardians may be listed on account if all parties are in agreement and guardian ID for each party is provided. Guardian ID must meet "Valid Identification" requirements listed above.

### Young Adult Cards:

Patrons ages 13 – 17 may apply for card with current school ID and proof of address. They must have both pieces present to receive card; temporary resident cards will not be issued to minors (0 – 17). Young adult cards do not require a parent's / guardian's signature or ID.

### Temporary cards:

Patrons 18 or older may be issued this card if they are unable to verify current address. They will have access to all technology and may check out 5 items at a time. This card may be upgraded to a regular adult card once the current address is verified.

### Computer Cards:

This card may be issued to individuals 13 years or older who are only seeking to use computers. These cards do not have any checkout capabilities. Patrons must show an ID which supplies a picture and name; ID may be expired. Patrons are encouraged to fill out as much contact information as possible but are not required to show any proof of address to obtain this card. Exceptions may be made at Library Manager's approval.

### Education Cards:

While all children and adults are encouraged to apply for full access library cards, the library understands that extenuating circumstances can arise especially for children in uncertain living situations. As such, the library may provide an education card for minors in the foster care system, those enrolled in the CASA program or other special circumstances as decided by the Library Manager. A guardian signature and ID is not required. These cards will be exempt from being sent to debt collection. Children will be issued a temporary resident card and will be able to check out 5 items at a time and will have full access to computer and digital resources. Exceptions may be made at Library Manager's approval.

### Non - Residence Cards:

Tulare Public Library is able to provide library cards free of charge to patrons whose permanent residence is outside the San Joaquin Valley area. These cards will operate the same as regular adult, young adult or child cards.

### **3.2 Check-Out Policy**

Patrons may have 25 items checked-out at one time. Patrons are financially responsible for all items checked out on their card. Fees will be applied for lost, damaged, or late items and any processing which may result.

Standard check-out lengths and limits:

#### **3 weeks:**

Books (3 per subject): 2 Renewals, 3 weeks each

Books on CD (10 per card): 2 Renewals, 3 weeks each

Music CDs (15 per card): 2 Renewals, 3 weeks each

Language Collection (3 per card): 2 Renewals, 3 weeks each

Adult Literacy Kits (3 per card): No Renewals

Encyclopedias: 2 Renewals, 3 weeks each

#### **2 weeks:**

Video Games (3 per card): 1 Renewal for 1 week.

#### **1 week (unless otherwise noted):**

DVDs (15 per card): 2 Renewals, 1 week each

Magazines (15 per card) 2 Renewals, 1 week each

#### **Library Use Only:**

Reference Books

Yearbooks

Flash Drives (1 per card – Limited supplies; first come, first served)

Headphones (1 per card – Limited supplies; first come, first served)

Laptops (1 per card – Limited supplies; first come, first served | Additional rules: Customers must be 18 & over; sign a *Laptop User Agreement Form*; and, their card must be free of all fines)

Everyone must have their library card with them to check-out any library materials. Family members may check-out for one another; they must have their relative's card at check-out and verify name and address information on the library record. Patrons may check-out once a year without their card (must have another form of ID); this will be noted on their account.

Items may be renewed 2 times (unless otherwise noted above), in person, over the phone, or online. Items may not be renewed if the item has been requested by another patron. Items checked out from other libraries are subject to their loan rules and renewal policies. DVDs labeled "NR" (not rated) or "R" (restricted) will not be checked-out to minors (under 17) without a parent/guardian present. Accounts owing more than \$10.00 will not be allowed to check-out.

### 3.3 Fines, Fees, Payments, and Refunds

<b>Library Fines and Fees</b>	
Overdue Fines	\$0.25 per day (Maximum 1/3 cost of item).
Overdue Laptop / Study Room Fine	\$1.00 per hour
Library Card Replacement: Adult / Minor	\$2.00 / \$1.00
Lost or Damaged Item	Cost of replacement plus Lost Processing Fee
Lost Processing Fee	\$5.00
Lost Processing Fee for items under \$5.00	\$2.00 (Manually adjusted by staff)
*Collection Fee	\$10.00
Item repairs	Up to full processing fee: \$5.00
Inter Library Loan	Cost of postage
*Accounts over \$49.99 will be sent to a collection agency.	
<b>Public Room Rental</b>	
Olympic Room	\$25.00 per hour
Charter Room	\$35.00 per hour
City Council Chambers	\$65.00 per hour
Public Room Technology Fee	\$20.00 flat rate for Olympic and Charter / \$20.00 per hour for City Council Chambers.
<b>Other Fees</b>	
Test Monitoring	\$10.00 per test + postage
Photocopies: Black and White	\$0.10 per page
Printing: Black and White	\$0.10 per page
Printing: Color	\$0.50 per page
Telephone Call	\$0.10 per call, no long distance
Faxing	\$1.50 First page / \$1.00 for consecutive pages
Staff Scanning	\$1.00 per page

The Library is able to accept cash, checks, or credit cards. You may also “Pay Online Now” with your credit card at [www.tularepubliclibrary.org](http://www.tularepubliclibrary.org). Payments may be accepted if unable to be paid in full. Tulare Public Library will not accept payments if the account is in collections from another library.

Credit cards payments may not be made over the phone. No cashback will be given for credit card. Staff has the right to refuse any credit card. Payment must be a minimum of \$2.00 to use credit card.

If a lost item is returned for which the patron has already paid in full or part within six months of payment, the patron will be refunded for the amount of the item. There will be no refund for lost processing fees. No refunds will be issued for items returned after six months from date of payment.

Credits may be left on account or patron may receive cash up to \$40. For refund payments over \$40, the patron will receive a check from the City of Tulare. A staff member must submit a *Patron Refund Form* to the Library Manager (payments may take up to 30 days for processing).

### **3.4 ILL-Interlibrary Loan**

An Interlibrary Loan (ILL) is a request made for you to other libraries around the country, and occasionally from other countries, when the item you want is not owned by the Tulare Public Library or another library of the San Joaquin Valley Library System. This service is available to customers with a currently active library card from the San Joaquin Valley Library System.

This service is free of charge at the Tulare Public Library but the lending library may charge a fee. We borrow from a library that charges such a fee, only if you authorize us to do so. We always try to request materials from libraries that don't charge fees. In addition, we do ask that you pay return postage for the item requested. Fees are due and payable when you pick up the materials.

Please allow a minimum of three weeks to receive the item. We need to find a library that owns the item, is willing to lend it, and where the requested item is not checked out to another borrower. Once your request is available for pick up at the Tulare Public Library, you will be notified by telephone or email.

The lending library determines the length of the loan. Some libraries allow a renewal. If renewal isn't possible, we can try to borrow the item from another library. Some libraries may restrict the use of their material to inside library-use only.

Newer items (i.e., published within the last twelve months) are not available through ILL, but you may recommend their addition to the Tulare Public Library collection by submitting a [\*Patron Special Request Form\*](#).

## **4.0 Computers and Electronic Resources**

### **4.1 Statement of Purpose**

The Library provides free public computer access to the Internet to meet the information needs of our users and to provide residents with opportunities for learning about information technology. The Library has no control over the quality or accuracy of information found on the Internet. Users should critically evaluate its content.

### **4.2 Internet Safety Policy**

The Internet Safety Policy of Tulare Public Library is intended to prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications.

#### **Technology Protection Measures**

The Library has technology protection measures (or “Internet filters”) in place on all of its Internet accessible terminals to comply with the Children’s Internet Protection Act. This filtering software helps protect against access to visual depictions deemed “obscene”, “child pornography”, or “harmful to minors” as defined in sections 1460 and 2256 of title 18, United States Code, and section 1703, Pub. L. 106-554. Prevention of inappropriate network usage also includes: (a) unauthorized access, including so-called ‘hacking’, and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

#### **Supervision and Monitoring**

It is the position of the Tulare Public Library that staff presence and use of a filtering system should not serve as a substitute for parental supervision of a minor while using the Internet. It is the responsibility of the parents or guardians to educate minors about inappropriate online behavior including cyber bullying or other improper use of social networking and chat rooms. Furthermore, minors should be warned against giving out any personal information while using the Internet, email, or other direct electronic communications to protect their safety and security. Parents are also encouraged to learn how to access the Internet along with their children, so that they may help guide the child toward appropriate and useful information. Please see the library’s [Internet Safety for Parents and Minors Guidelines](#) for more helpful information.

#### **Filtering Software**

Filtering software is not 100% full proof. It is impossible to prevent access to all objectionable resources. Filters may not block material that should be blocked, and conversely, may block images that should not be blocked. The filtering software will not be disabled for minors.

Designated library staff may temporarily disable the filter for adult users for lawful purposes. However, if the nature of the content being viewed on the Library workstation disturbs other Library users, the viewer will be asked to cease, to use a privacy screen, or be moved to another workstation. See also TPL Policy 7.1 Customer [Rules of Conduct](#). Parents, guardians, or staff may also report an incident to the [National Center for Missing and Exploited Children](#) at 1-800-843-5678 or local authorities if one becomes aware of the transmission of child pornography.

### **4.3 Internet Use Policy**

Patrons must accept the *Use Agreement for Internet Access* Library computer users must indicate by clicking they agree with the following Computer Use Policy in order to use a public computer at the Library. Failure to comply with these policies will result in the revocation of computer use privileges:

1. Users must have a valid San Joaquin Valley Library System library card to use and reserve a computer. Short-term visitors to the area are allowed use of a guest pass.
2. Users can only sign up for a computer using their own library card. They may not misrepresent themselves or use someone else's card.
3. To provide equal opportunity for all residents to access Library workstations, the Library limits the total daily use by each person to a maximum of 2 hours. When signing on, an individual will be given 1 hour and then may extend up to 1 additional hour depending on availability.
4. Each user must log into their assigned computer within 5 minutes of their reservation. If not, the computer will become available to another user.
5. Reservations can be made up to 1 open business day in advance in person.
6. Children under 5 may use computers when supervised by a parent/guardian. In the children's area, use of computers is limited to children 12 years and under.
7. In the teen's area, use of computers is limited to teens aged 13-17.
8. Printouts cost \$0.10 per page for black and white and \$0.50 per page for color.
9. Library staff will provide basic assistance to computer users, but cannot provide in-depth individual instruction. Ask about the Library's free computer classes or one-on-one technology help.
10. Public computers accept USB flash drives, and library users who bring their own storage media may download to them. The Library assumes no responsibility for damage to users' computer equipment or data files resulting from downloads from the Internet.
11. Library users are responsible for any consequences of copyright infringement through their use of Library workstations, and may not use Library workstations for any unlawful purposes.
12. If the nature of the content being viewed on the Library workstation disturbs other Library users, the viewer will be asked to cease, to use a privacy screen, or be moved to another workstation.
13. Computer users also agree to abide by the *Customer Rules of Conduct*.

#### Violations of this Policy:

The library is providing this service free of charge. Please be considerate of the equipment and other users. Users who do not follow these rules and procedures will lose Internet access privileges at the library. The Library staff reserves the right to terminate any Internet session at any time.

*Tulare Public Library Policy (updated August 12, 2014)*

#### **4.3 User Agreement for Library Internet**

Patrons must agree to the following to use Tulare Public Library's Public Internet:

As consideration for my being permitted to use a Library computer workstation and access to the Internet, I hereby agree to not make a claim against or sue the City of Tulare or the Tulare Public Library and its employees.

As further consideration for my being permitted to use a Library computer workstation and/or access to the Internet, I agree to defend, indemnify and save harmless the City of Tulare, its officers, agents, and employees, from any and all claims, demands, damages, costs, expenses, judgments or liability arising out of my use of a Library computer workstation and/or access to the Internet.

As a user of the Library computer workstation and/or access to the Internet, I take full responsibility for any and all copyright violations. Library staff cannot legally give advice on/or about copyright law.

As a user of the Library computer workstation and/or access to the Internet, you must agree to all of the statements above.

**I HAVE CAREFULLY READ THIS AGREEMENT AND RELEASE AND FULLY UNDERSTAND ITS CONTENTS. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND AGREEMENT TO INDEMNIFY CONSTITUTING A CONTRACT BETWEEN THE WORKSTATION USER AND THE CITY OF TULARE, WHICH I HAVE ACCEPTED OF MY OWN FREE WILL.**

*Tulare Public Library Policy (updated May 18, 2011)*

#### **4.4 Laptop Check-out**

Laptops are available for check-out to users with a valid San Joaquin Valley Library System library card 18 and over. The patron's library card must be under the \$10.00 checkout limit. Only one laptop may be checked out per card. Patrons may not use someone else's card to check-out a laptop. Laptop users must read, agree to and sign a [Laptop User Agreement Form](#), which will be on file at the Tulare Public Library.

Laptops are available for use in the Tulare Public Library only. They are not to be removed from Library premises. Laptops are available for three (3) hour check-outs. The laptop may be renewed for another hour if no other patrons are waiting. Laptops are available on first come first serve basis. Reservations are not accepted

Patrons who need computer assistance are encouraged to ask about technology assistance classes and programs offered at the library. Staff are not always able to offer one-on-one assistance.

The Library has free Wireless Internet (Wi-Fi) for patron's use, no password necessary. The Library's wireless connection is filtered and unsecured.

Patrons will be fined \$1 dollar per hour for late check-in of a laptop. If a laptop is not returned, the patron will be fined the full cost of the replacement for the lost equipment and processing fees.

#### **Charges for Lost and Damaged Equipment:**

Laptop	\$1,500.00
Cracked Screen	\$200.00
Cord & Mouse kit	\$35.00

## **5.0 Meeting Space Use**

### **5.1 Olympic Room, Charter Room, and Council Chambers**

#### **Guidelines for Meeting Room Use:**

To use the Library meeting rooms, users must submit a [Library Meeting Room– Application for Use](#) two (2) weeks prior to the event/meeting date. The primary purpose of the rooms is library programming. Programs may not interfere with library operations. Fund raising events are not permitted unless sponsored by the Library, Friends of the Library or the Tulare Library Foundation. No permit shall be denied because of the subject matter of the meeting or views that might be expressed at the meeting.

Refreshments may be served, but no alcoholic beverages are allowed. All users shall be responsible for the repair and/or replacement of equipment or property damage beyond normal wear. Waste should be placed in the proper receptacles and utensils cleaned and put away. The Library reserves the right to charge an additional cleaning fee if facilities require extra cleaning services. The Library cannot supply storage space. No tacks, pins or tape are allowed on the painted walls or white board.

Groups may cancel their reservations at any time and should notify the Library as soon as possible. Full payment will be required if the reservation is not canceled 48 hours in advance. Recurring meetings may be allowed. Reservations for a recurring event will need to be renewed every calendar year. Users must provide all of their own meeting supplies including dry erase markers, paper products, kitchen utensils, coffee, etc. The Library does not assume liability for injury or damage to personal property.

#### **Fees, Times of Use and Liabilities:**

The Olympic Room, Charter Room, and Council Chambers are available for use by the public only when the library is open. Rental Fees: Olympic Room, \$25.00 per hour, Charter Room \$35.00 per hour, and Council Chambers \$65.00 per hour. There is an additional \$20 technology fee for use of any library AV equipment. Payment must be made before the meeting or event. The Library is not liable for injuries or damages resulting from use of the Olympic Room and Charter Room.

#### **Publicity:**

The name, address or phone number of Tulare Public Library may not be used as the official address or headquarters of any organization except those affiliated with the Library. The use of the meeting room by a non-library group shall not be publicized in such a way as to imply Library sponsorship of the group's activities.

Any groups or individuals who fail to observe any of the above conditions may have future meeting room use denied.

## **5.2 Study Rooms**

### **Guidelines for Study Rooms (A, B, C and D) Use:**

Study rooms are available for checkout at the Research & Information Desk. Patrons must have a library card to check out. Study rooms are available for three (3) hour check-outs. The study room may be renewed for another hour if no other patrons are waiting. No more than five patrons are allowed in a study room at any given time. A fee (\$1) will be applied for keys returned late. A replacement cost (\$10) will be applied for any lost key. A clean-up fee (\$10) will be applied for rooms left in a disorderly manner. The Library is not responsible for personal items left in the study rooms.

Reservations may be made up to one calendar week ahead of time with no more than two (2) reservations per week. Customers who have used a study room as part of a group may not check out a room the same day. Special consideration will be given to the Veterans Resource Center. Contact the Research & Information Desk @559-685-4503 for reservation information.

Individuals using these rooms must follow the library's [Customer Rules of Conduct](#). Individuals not following the guidelines may be asked to leave by staff. No food is allowed in the study rooms and all drinks must have a secure lid.

## **6.0 Volunteer Program**

The mission of the Tulare Public Library Volunteer Program is to encourage and expand the involvement of our diverse community members in the growth of the library, and themselves.

### Introduction

- Those interested in volunteering at The Tulare Public Library must complete a [Volunteer Application Form](#) and a [Volunteer Agreement Form](#).
- Volunteers will be required to attend occasional training sessions/meetings.
- Should a volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to handle the situation through the Volunteer Coordinator or Library Director.
- The Tulare Public Library reserves the right to terminate the services of any volunteer.
- Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
- The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
- The minimum age requirement for a volunteer is 13 years old.
- Written parental permission is needed to permit minors to volunteer.
- All personal information about a volunteer is for internal use only and is confidential.
- Volunteers will not conduct any monetary transactions.
- Discrimination, sexual harassment or racist attitudes and actions will not be tolerated.
- Volunteers will not have access to staff lounge, except for use of lockers.
- Volunteers are expected to use appropriate, professional language.
- Volunteers are prohibited from being under the influence of alcohol or/and using, possessing, selling or otherwise being involved with illegal substances.

### Job Orientation and Training:

A staff member will provide the following:

- Introductions to library staff members
- Review the volunteer policy
- Review job duties and expectations
- Confirm work dates, times, and projected duration of participation
- Supply a badge and review sign-in and sign-out procedures
- Provide safety orientation

### Tasks that may be performed:

- Shelving and shelf reading
  - Assisting staff members with programs and projects
  - Light cleaning and clerical assignments
  - Processing and/or repair of materials
  - Assisting in the Computer Lounge
  - Tutoring
- Most task assignments will depend on the interest, age, and expertise of the volunteer.

**Appearance:** Volunteers need to present a positive image to the public. It is expected that volunteers' dress and appearance will be appropriate for a business environment and in keeping with the work assignment. If not appropriate, the volunteer will be asked to leave for the day.

**Badges:** Tulare Public Library Volunteer badges must be worn at all times while volunteering in the Library.

**Customer Service:** Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the Library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. All patron questions other than directional are to be referred to a staff member who is trained to provide informational services for patrons. Examples of directional questions are: How do I log-on to the computers? Where is the restroom? While volunteers should be aware of and able to tell patrons about the library's code of conduct, they should find a staff member to enforce/provide correction.

**Confidentiality:** Volunteers are not allowed to work at the Card Services and Check-out Desk. All transactions are strictly confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by Library users.

**Personal Data:** Volunteers are responsible for updating personal data, such as change of address, emergency contact, contact telephone number, etc., with the Volunteer Coordinator.

**Telephone and Equipment Use:** The library is a place of business. Personal telephone calls are prohibited except in the case of an emergency and then must be kept brief and not made at a public desk. Volunteers must ask a staff member when they need to use a telephone. Long distance calls are not allowed. Library owned equipment, including copy machines, fax machines, computers, supplies, and other materials are for Library use only and may not be used for personal business.

**Employment:** Volunteers who are interested in paid employment with the Library must apply to the library and are not given special consideration over other applicants.

**Fingerprinting:** All Tulare Public Library Volunteers need to be fingerprinted by the City of Tulare Police Department and gain clearance before they can begin their assignment.

**Disciplinary Procedures:** Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies will be dismissed.

**Leaving the Volunteer Program:** To end a volunteer commitment, volunteers must notify the Volunteer Coordinator of the decision and the effective date.

## **7.0 Rules of Conduct**

### **7.1 Customer Rules of Conduct**

#### Statement of Purpose:

In order to provide a safe environment which promotes the enjoyment and full utilization of the Tulare Public Library, customers must adhere to the following policy:

Any person who engages in the below behavior will be given one warning (per day) by the library staff to cease such conduct. Failure to obey may result in suspension from the library.

- Using cell phones, pagers, and other communication devices in a manner that disturbs others
- Bringing animals, other than service animals, into the library
- Loud talking, or engaging in noisy or boisterous activities that interfere with or are disruptive to other patrons' use of the library (e.g. crying children, yelling, screaming)
- Leaving children unattended anywhere on the library premises if they cannot care for themselves or if such children interfere with or disrupt other patrons' use of the library (Please see the library's [Child Safety Policy](#))
- Leaving personal belongings unattended on library grounds, either inside or outside. The library is not responsible for loss, damage, or theft.
- Soliciting opinions/money, giving speeches, or requesting customers to fill out surveys
- Eating, smoking, or bathing in the library
- Using Library restrooms for changing clothes, grooming or any purpose other than for which restrooms are intended.
- Possession of a drink without a lid
- Bicycles, scooters, skateboards, skates, etc. are not allowed in the library
- Fraudulent use of another person's library card and/or number for any purpose, including to reserve or use computers
- Sleeping in/on the library's premises or bringing bedding into the library
- Violating Tulare Public Library's [Internet Service Policy](#) or [Child Safety Policy](#)
- Disobeying the reasonable direction of a library staff member or library security officer
- Bodily hygiene that is offensive to other persons in the library
- Lack of proper attire (no shoes, pants/skirt, shirt, etc.)

Any person who repeatedly participates in any of the above conduct may have their library privileges revoked for an indefinite amount of time.

A person will be immediately expelled and suspended for committing or attempting to commit a serious offense, including assault, battery, theft, vandalism, sexual offenses, offensive touching, harassment, stalking or threatening behavior, the use of alcohol or controlled substances, or having unsanitary bodily hygiene so offensive to other persons that it constitutes a nuisance in the Library. The Library will contact law enforcement if necessary.

## **7.2 Child Safety**

Tulare Public Library welcomes children of all ages. The Library is a public building and, as such, everyone is welcome. We ask patrons to help us keep the Library a safe and pleasant place for children by adhering to the following policies:

Parents are reminded that they are responsible for supervising their children's access to Library materials. While the staff members are always available to lead young people to interesting materials selected with children's interests and needs in mind, it shall be assumed that children who visit the Library unattended are authorized to use the full range of materials available to all library patrons.

Unwelcomed interaction with minors is prohibited in the Library. Parents should speak to their child(ren) about personal safety. Children should know they can always come to a library staff member if another person makes them feel threatened or uncomfortable.

All computers are filtered to block websites with adult content, including but not limited to those with sexual themes. No filter is fool-proof, however. If a patron is on a website that library staff deems inappropriate, they will be asked to exit the site immediately. Attempts to return to the same sites or bypass the filtering system may result in loss of computer privileges. We advise parents and guardians to refer to the library's [\*Internet Safety for Parent's and Minor's\*](#) guidelines for more information on Internet safety for children.

Children under 5 may use computers when supervised by a parent/guardian. In the children's area, use of computers is limited to children 12 years and under. In the teen's area, use of computers is limited to teens aged 13-17.

Children must know how to reach an adult in case of an emergency. Both children and adults should be aware of library hours. At closing time, the Tulare Police Department will be notified to escort unattended children from the library. Children must also follow the [\*Customer Rules of Conduct\*](#) established by Tulare Public Library.

See excerpt below:

- Leaving children unattended anywhere on the library premises if they cannot care for themselves or if such children interfere with or disrupt other patrons' use of the library
- Staff are not responsible for monitoring unattended children

In order to create a safe and comfortable environment for youth, the Library reserves areas designated for youth and their families, this includes our family restroom. Adults are not allowed in the youth areas of the library unless they are with their children or using the collection for a legitimate reason (e.g. parents or care givers retrieving materials for a homework assignment, teachers gathering materials for a class, etc.).

The one exception is the use of the Family Restroom, which, as it is a single user, has been designated as a Unisex facility.

*Tulare Public Library Policy (approved January 15, 2020)*

### **7.3 Social Media Policy**

Purpose:

In keeping with ALA guidelines, Tulare Public Library (TPL) uses social media to promote the value and importance of library services, programs, spaces and collections, and of libraries in general. Social media refers to any library-sponsored websites created and maintained by the Tulare Public Library. In addition to library related posts, Tulare Public Library represents the City of Tulare and will distribute information which promotes and benefits the city and the citizens of Tulare.

Public Comment Guidelines:

The comments and opinions expressed on this forum (and external links appearing in posts) are the opinion of the person posting and may not reflect the official position of the Tulare Public Library or the opinions of its employees. Everything posted to our social media accounts is part of the public record and subject to public disclosure.

By posting comments on TPL social media pages, you give TPL permission to reproduce, distribute, publish, display, edit, modify, delete and otherwise use your submissions for any library-related purpose in any form on any media.

We reserve the right (but are not obligated) to review, screen, edit and delete comments before and after posting, in accordance with the following guidelines.

Posts with the following content are not allowed:

- Obscene or racist content
- Hate speech
- Organized or political activity
- Business solicitations, commercial promotions or spam
- Personal attacks, insults or threatening language
- Potentially libelous statements
- Private, personal information published without consent
- Comments unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Postings / comments in violation of copyright, trademark right, or other intellectual property right of any third party.
- Plagiarized or copyrighted material

Thank you for keeping your comments appropriate for our family-friendly site.

Public Comments Removal Guidelines

If a fan/friend posts content that is deemed in violation of the above list, TPL will delete the content in violation. The fan/friend whose comment(s) are removed will be sent a private alert message via social media informing them that their comment(s) were removed due to violations of the Library Social Networking Policy.

A social media user who has his or her posting or fan/friend status deleted by the Library staff may appeal the deletion, in writing to the Library Advisory Board within 30 days after the deletion. The Library Board will affirm or reverse the staff's decision to delete a posting within 30 days after receiving the written appeal.

Participation on Tulare Public Library social networking sites implies agreement with all Library policies. Social media services that host our forums may also have their own policies and restrictions that may affect posted comments.

## **8.0 Displays and Exhibits**

### **8.1 Public Bulletin Board**

The Tulare Public Library has a Community Events public bulletin board that can be used by the community for promoting upcoming events, information and services. The Library welcomes the use of this display area by the public, with priority given to the residents of Tulare. In each case, the owner will release the Library from liability for the items placed on display. Library staff will be responsible for posting and removing all materials.

Flyers will be taken down after the event date specified on the document. If no date is specified, flyers will be taken down after two months or as space is needed. All announcements/ flyers must be approved by a library staff member.

Display of items will be guided by the following priorities:

- Tulare Public Library events, information and services
- City of Tulare events or information
- Educational, informational or cultural items sponsored by non-profit organizations
- Educational, informational or cultural events sponsored by for profit organizations.

Items not allowed:

- Material promoting specific political or religious opinions.
  - However, posters for specific events are allowed
- Business solicitations including business cards.

## **8.2 Exhibits and Works of Art**

In addition to the Library's display case (adjacent to the Computer Lounge), Tulare Public Library may offer displays in alternative locations for exhibits. Permission to use exhibit space is at the discretion of the Library Director and may be granted to organizations/individuals engaged in educational, cultural, intellectual, or charitable activities. These exhibits can be part of a library program or be independent from library operations.

Permission to exhibit materials does not imply Library or City sponsorship, endorsement of content or any responsibility for the representation of all points of view. The exhibitor accepts full responsibility for their exhibit, including but not limited to content and/or accuracy of any statements or representations made in such material.

Exhibitors agree to be responsible for, and to pay for, any and all damages to library property, including exhibits, display/exhibit spaces, walls, floors, grounds and furniture resulting from the installation or removal of an art exhibit.

The Library is not responsible for any damages to the works of art or exhibit. Exhibitors will display their items at their own risk. All organizations or individuals using exhibit space must sign and return an [Exhibit Release Form](#) before their exhibit can be displayed.