

**V. Public Service, or User Related Policies****A. Eligibility for borrowing and services****1. Resident and non-resident**

E.G. Fisher Public Library issues free library cards to McMinn County residents, ages 5 and older. All library card applicants (or parent/legal guardian if under 18) must provide unexpired photo identification and proof of address to receive a library card. Non-residents may purchase an Out-of-county library card for a \$10.00 yearly fee. Out-of-county library card holders have full access to all resources available to patrons residing in McMinn County.

Teachers employed by the Athens City School System or McMinn County School System who reside outside of McMinn County are eligible to receive a free library card. Employment with the school system must be verified yearly via the school system online staff directory.

If under 18, the parent/legal guardian must have a card for a minor to receive a card. The parent/legal guardian must present unexpired proof of identity and proof of address and must have the child present to receive a library card.

Patrons ages 18 and up will be asked to present identification and provide their current address, phone number, and reference yearly to renew their library card and ensure uninterrupted service. Patrons under 18 years of age are considered juvenile patrons. Juvenile patrons will be required to provide their current address, phone number, and reference yearly to renew their library card and ensure uninterrupted service. Patrons who have lost their library card may purchase a replacement card for a \$4.00 fee. Patrons requesting a replacement card must present photo identification. Juvenile patrons must verify their identifying information to purchase a replacement card. Replacement cards for juvenile accounts will only be issued to the juvenile patron.

a. Acceptable proofs of identity

- i. Driver's license or learners permit
- ii. Military ID
- iii. Passport
- iv. State ID with date of birth
- v. Handgun carry permit

b. Proof of address

- i. Physical or digital bill/statement for contracted services (i.e. utilities, phone service, credit card, etc.)
- ii. Mail postmarked within the last month
- iii. Pay stub
- iv. Voter registration card
- v. Hunting/fishing license
- vi. Vehicle registration
- vii. Checkbook
- viii. IRS tax return
- ix. Rental/mortgage contract
- x. Homeowner or rental insurance policy
- xi. Auto insurance, life or health insurance policy
- xii. Receipt for property or real estate taxes paid within previous year

2. Responsibilities of borrowers

All patrons are required to have their library card or an acceptable digitized version present in order to check out physical materials from the collection. Patrons may have only one library card and library account. Patrons requiring assistance from a caregiver to access library materials may authorize a proxy to their library account. Proxies must be reviewed and authorized by a library supervisor. It is the patron's responsibility to notify the library immediately if they wish to have a proxy removed from their account.

In order to checkout materials, patron account and linked household accounts must be in good standing and must not have outstanding fine balances or unpaid lost items. Patrons with outstanding materials or fines may renew items up to the renewal limit.

Financial responsibility for all materials borrowed belongs to the adult cardholder or the parent/legal guardian who signed for the child's library card. Lost or stolen cards should be reported immediately to the library. It is the patron's responsibility to notify the library of address, email, or phone number changes.

Patron accounts will be linked by household. All household accounts must be in good standing for any household member to check out physical materials. A patron may remove themselves from a household by providing proof of residency at a different address. A patron may remove a household member who is no longer residing at the same address by submitting a written statement declaring that the individual no longer resides within the household to the Library Director or Circulation Manager.

3. Materials access policy

It is the policy of E.G. Fisher Public Library that parents or guardians, not the library staff, are responsible for monitoring and approving the selection of materials in any format made by their children. It is the parents or guardians—and only these—who may restrict their children or legal wards from access to library materials and services.

4. Interlibrary loan

Patrons may request books that are not in our collection through Interlibrary Loan (ILL). Patrons may have up to five (5) ILL items requested and/or checked out at any one time. Items are eligible for ILL six (6) months following publication date or DVD release date. Not all item requests are fulfilled despite our efforts to obtain them from other libraries. Once the requested item has arrived and is processed, patrons will be notified through phone or email. The item will be held at the Circulation Desk for one (1) week. If the patron has not picked up the item within one (1) week of notification, the item will be returned to the lending library. All items, including DVDs, will be checked out for three (3) weeks per our lending policy. ILLs may not be renewed. The patron is responsible for replacement costs of lost or damaged items per the lending library's policy. In order to preserve E.G. Fisher Public Library's relationships with lending libraries, the loss, damage, or return of three (3) ILL items in a six (6) month period will result in a six (6) month ban from accessing ILLs. Subsequent lost, damaged, and significantly overdue ILL items may result in additional bans for longer time periods.

5. Programming and outreach

a. Programming and Outreach Mission

Educational and entertaining programs are offered for patrons of all ages, in line with the mission and vision of E.G. Fisher Public Library. Programs complement other library services by providing an opportunity to highlight collections, promote services, share knowledge and expertise, and build positive library experiences for patrons. They are a strong mechanism for outreach and promotion which allow the library to forge partnerships with a wide variety of groups and individuals and attract both regular and new users of all ages and backgrounds. Programs raise the library's profile in the community and have a positive impact on library use.

Library programs benefit the community by:

- i. being responsive to current interests
- ii. serving as a forum for idea sharing, information gathering, and education
- iii. promoting cultural awareness
- iv. developing information literacy
- v. offering training and assistance with new technologies
- vi. fostering a love of reading and learning
- vii. providing early literacy experiences to young children
- viii. providing a safe, welcoming environment for meeting with others
- ix. sharing community resources
- x. providing safe, fun, free activities to families and individuals

b. Responsibility and scope

The Program Director is responsible for the planning and promotion of library programs in coordination with the Library Director. Staff members and volunteers aid in this process as the Program Director and Library Director deem appropriate.

All programs are intended to further the mission and vision of the Library. They should meet educational, recreational and/or civic needs.

Since the community contains people with different backgrounds, sensibilities, personalities, interests, and needs, the Library will consciously try to offer an unbiased schedule of programs that balances all elements. The content of programs will not be limited by age, race, gender, nationality, personal history, political or religious views. Beliefs and opinions contained in programs are not endorsed by the Library.

Promotional materials will include suggested ages for programs. Parents or guardians, not the library staff, are responsible for monitoring programs that their child attends. Some library programs may include age-based restrictions to ensure a safe, age appropriate environment. Some programs may require parents or caregivers to remain in the program with the child.

Whenever possible, programs will make use of the skills and talents of individuals and organizations from our community and region. The public may recommend topics or speakers for consideration.

All programs will be free and open to the public. Attendance may be limited if the nature of the program requires it. If attendance is limited, space will be allocated by a policy of first-come first serve, unless a fair, orderly registration process is specified in promotional materials. Library programs will have priority in the use of Library meeting spaces.

A count of the number of people who attend a program will be noted. The Program Director will maintain a record of the total attendance at all programs in a fiscal year.

Programs will not interfere with normal library operations if at all possible. If a program will interfere with normal library operations, it will be scheduled at such a time and date that the negative effects are minimized. Signage in the library will alert library patrons to programs expected to interrupt parking availability prior to the program.

Unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used by staff when planning programming.

c. Outreach

The E.G. Fisher Public Library is committed to serving its community. We offer a variety of outreach services, presentations, and programs, from classroom, daycare, and camp visits to neighborhood festivals, community meetings, and more. Library attendance at outreach events will be subject to staff and volunteer availability.

Outreach activities may include but are not limited to literacy activities, STEM activities, age appropriate presentations about the library and library services, library card sign-up activities, tabling with library information, and digital resources demonstrations.

E.G. Fisher Public Library can customize outreach services depending on the needs of the host organization, and those the organization serves.

B. Circulation policy

1. Loan period and overdue charges

a. Out-of-House Circulation

New patrons may check out two items with a new card. After those items are returned, the patron moves to the standard checkout limits. Standard checkout limits are 20 items total per library card. New patrons must wait one (1) month before checking out experience passes or equipment. Limits on individual material types per library card are as follows:

Material* *one month waiting period required	# of Items	Loan Period	Renewals	Overdue Fine per Item	Maximum Overdue Charge per Item
Print books	20	3 weeks	2	\$0.20 per day	\$5.00
Audiobooks (CD/MP3/Audioplayer)	5	3 weeks	2	\$0.20 per day	\$5.00
Magazines	5	3 weeks	2	\$0.20 per day	\$5.00
DVD/Blu-Ray	5	1 week	2	\$1.00 per day	\$5.00
Video Games	1	1 week	2	\$1.00 per day	\$5.00
Mobile Hotspot*	1	1 week	1	\$2.00 per day	\$10.00
Chromebook*	1	1 week	1	\$2.00 per day	\$10.00
Playaway Tablet*	1	1 week	0	\$2.00 per day	\$10.00
STEM or Memory Kit*	1	1 week	0	\$2.00 per day	\$10.00
Sports Equipment*	4	1 week	0	\$2.00 per day	\$10.00
Experience Pass*	1	1 week	0	\$2.00 per day	\$10.00

2. Overdues

a. Overdue alerts

Overdue alerts are a courtesy only. Patrons are responsible for managing their library accounts online at www.fisherlibrary.org or by calling the library directly. All materials 7 days overdue will attempt a courtesy call and/or send an email reminder. A second reminder will be attempted by phone or email at 14 days overdue. At 21 days overdue, a letter will be sent informing the patron that they have a lost item. Patrons are encouraged to provide email addresses for prompt notification of overdue materials.

b. Fine appeal

Patrons may refute a fine or fee by completing a Fine/Fee Appeal Form. Waiving of fines is at the discretion of the Circulation Manager in coordination with Library Director. Library

staff may require documentation to verify the circumstances surrounding the fine appeal. The following is an inexhaustive list of situations where fines may be waived:

- i. Death in the family
- ii. Hospitalization or other serious illness
- iii. Incarceration
- iv. Natural disaster or fire
- v. Theft

In circumstances of clear computer or human error on the part of the library, fines incorrectly assessed to the patron accounts will be waived by a library supervisor.

c. Technology devices

Technology items will be disabled at one (1) day overdue. Three (3) returns after disabling of the device will result in a temporary ban from checking out technology for a period of six (6) months. Patrons returning a technology device 14 days or more overdue will be temporarily banned from checking out technology for a six-month period

3. Renewals

Patrons may renew items over the phone, in person, or by accessing their online account with their library card and password. Library materials are not eligible for renewal if another patron has placed a hold on the item or if the item is an Interlibrary Loan material. Sports equipment, STEM/Memory kits, and experience passes are not eligible for renewal.

4. Library reserved materials

Patrons may reserve materials in the collection by phone, in-person, or by accessing their online account. Reserves are held at the Circulation Desk. Once the reserved material has arrived, patrons will be notified by phone and/or email. If the patron has not picked up the material within one (1) week of notification, the material will be placed back in circulation or reserved for the next person on the reserve list. Holds on technology items will expire after two (2) days.

Items that a patron requests for library purchase may be placed on hold by request.

Patrons may reserve up to five (5) items at any one time. A \$1 fee per item will be assessed for any additional holds. To ensure reserved items are ready for checkout, patrons should place requests no later than 9:00 AM on the desired check-out day.

5. Returns

Materials may be returned at the Circulation Desk drop-box during business hours or at the exterior 24-hour drop box. Items returned after hours to the exterior drop box will be checked in with the previous business date. Equipment may only be returned to the Circulation Desk. A \$20.00 charge will be assessed for returning equipment to the exterior drop-box in addition to charges for damage sustained in the drop-box. Donations are not accepted in the exterior 24-hour return receptacles.

6. Lost or Damaged Materials

Patrons are financially responsible for lost or damaged materials. The parent or legal guardian who signed for juvenile accounts is financially responsible for lost or damaged materials checked out by that juvenile patron. It is the responsibility of the signing parent/guardian to ensure that the juvenile patron is accompanied by an adult trusted to responsibly oversee the juvenile patron's library materials or to ensure the juvenile patron is trusted to independently oversee their library materials. Patrons may not check out library materials until all accounts within the household are in good-standing (*See A. Eligibility for borrowing and services 2. Responsibilities of borrowers*)

Patron may choose to donate a copy of the lost or damaged item; however, patrons are still responsible for the item cost and processing fee.

Patrons unable to pay the full cost of a lost or damaged item may make incremental payments toward the total cost of the item. Incremental payments must be at least \$5.00. By making partial payments, the patrons waives the right to receive a refund if the patron later finds the item.

a. Lost Items

Patrons must pay the item cost for the lost material and a \$10.00 processing fee per item lost.

Patrons may be reimbursed for the lost item if the item is returned to the library and a refund is requested within two (2) months of the transaction. Processing fees are not refundable. Refunds will only be issued to the patron. Patron must have library card present to receive refund.

Refunds for juvenile accounts will be issued to the parent or guardian that signed for the library account. Parents or guardians who did not sign for the original account may receive refund if that parent or guardian has the original receipt for the lost item payment. Refunds may be issued directly to juveniles account holders over the age of 12. Juvenile patrons must be present for refunds on their accounts.

b. Damaged items

Damaged items will be assessed by the Circulation Manager or the Library Director. Patrons must pay the item replacement cost and \$10.00 processing fee for items deemed to be beyond reasonable repair. Damaged items are not eligible for refund.

Patrons will be charged a damaged item fee for items deemed to be repairable. The damaged item fee for non-technology equipment is \$5.00. Fees for damaged technology will be based on actual repair costs. Standard wear and tear damage due to age or high rates of use will not be charged to the patron. Staff will note visible damage to items at checkout. Patrons should alert library staff if they discover damage not noted by library staff. Examples of potentially repairable damage to non-technology items include but are not limited to:

- a. Removable pencil or pen marks in book
- b. Spine damage beyond normal wear and tear
- c. Ripped pages
- d. Broken DVD or audiobook cases (not resulting from normal wear and tear)
- e. Removed library labeling

c. Bed bug policy (adopted 11/25/2019)

In order to protect the library and its materials, items returned with bed bugs or evidence of bed bugs will be immediately discarded and removed from the building. Patrons will not be charged for items discarded due to bed bug infestation. Patrons will be temporarily barred from checking out items until proof of treatment of infestation has been provided.

d. Bodily Fluids

Items returned with damage due to bodily fluid will be assessed by the Circulation Manager. If items are deemed to be beyond safe repair the item will be discarded as a damaged item and applicable fines will be applied to the patron account.

Items deemed to be safely repairable will be quarantined for six months, cleaned, and repaired. The patron will be charged an item repair fee.

7. Charges for services/fees**a. Rates for services/fees**

Description	Fee
Lost or damaged beyond repair item	Cost of the item
Processing fee for item lost or damaged beyond repair	\$10.00
Damaged Item Repair fee, non-technology item	\$5.00
Damaged Item Repair fee, technology item	\$50.00
Hold fee	\$1.00 per item above 5 items
Copies, black and white	\$0.25 each
Copies, color	\$0.50 each
Fax (incoming or outgoing)	\$1.00 per page, excluding cover page
Replacement Library Card	\$4.00
Out-of-County Library Fee	\$10.00 yearly
Credit/Debit Card Service Fee	\$0.50
Bulk print 50+ copies, black and white	\$0.20 per page
Bulk print 50+ copies, color	\$0.40 per page
Cardstock	\$0.25 per page (additional to standard print rate)
Color copy paper	\$0.25 per page (additional to standard print rate)
Photo paper	\$2.00
Poster (11" x17" or larger)	\$2.00
Laminating	\$2.00 per laminating pouch
Letter envelope	\$0.25
Document envelope	\$1.00
Manilla folder	\$0.50
Binder clip	\$0.25
USPS Standard Size Letter Stamp	Current rate as determined by USPS

b. Credit Card Policy

The minimum charge amount set by E.G. Fisher Public Library's processing vendor for transactions is \$1.00. Credit, debit and other transactions requiring processing must have minimum value of \$1.00. Transactions requiring processing will be subject to a 50-cent service fee due to processing fees.

8. Special collections**a. Digital materials**

E.G. Fisher Public Library provides and promotes free access to the Tennessee R.E.A.D.S. program where patrons can check out free digital materials (ebooks, audiobooks, magazines, and videos) using the Libby Application on their eReader, smart phone, or computer. The Libby Application is a free download available in the App Store or Google Play Store. The library purchases and provides a limited number of materials to add to its digital collection adhering to its Collection Development Policy for patrons to access through R.E.A.D.S. Patrons are required to create their own account using their valid library card number. Materials checked out through R.E.A.D.S. accrue no overdue fines. Access to R.E.A.D.S. is not impacted by fines and fees on patron accounts.

b. Experience Passes

E.G. Fisher Public Library provides free passes allowing families to visit local attractions and create lasting memories. All passes may only be used once per year. Borrowers must be eighteen (18) years of age or over and must hold a library card in good standing for at least one month. Passes are ineligible for reserve or renewal. Three (3) late returns within a six (6) month period will result in a six (6) month ban from checking out passes.

c. Reference collection

E.G. Fisher Public Library maintains a non-circulating Local History and Reference collection including microfilm. Items in this collection may not be checked out from the library. Patrons may view the items in the library and make copies of materials as needed for research purposes.

9. Equipment

E.G. Fisher Public Library provides a variety of equipment for patron use at home and in the library. Patrons have access to equipment for educational, professional, and recreational pursuits. The following items are available to patrons:

a. In-house Equipment Circulation

Device	Checkout limit per card	Replacement Cost
Laptop	1	\$800.00
Android Tablet	1	\$130.00
Playaway Tablet	3	\$150.00
Microphone	2	\$35.00
Webcam	2	\$55.00
Lighting Kit	2	\$50.00
Headsets	2	\$15.00

i. Eligibility

To borrow a piece of mobile technology or equipment for in-house circulation at E.G. Fisher Public Library, you must be an E.G. Fisher Public Library cardholder, in good standing (no fees, or over-dues) within the same household (all patrons living at the same physical address). Borrower must read and sign the In-House Technology Borrowing Agreement.

ii. Loan Period

Mobile technology or equipment for in-house circulation at E.G. Fisher Public Library may be checked out until the close of the library on the same day.

Mobile technology or equipment checked out under the In-House Circulation Policy may not be removed from E.G. Fisher Public Library. Mobile technology or equipment must be returned to Library Staff at the Circulation Desk.

iii. Overdue charges

Failure to return mobile technology or equipment to the Circulation Desk prior to the close of business will result in an overdue fine of \$1.00 per day. Patrons who remove mobile technology or equipment checked out under the In-House Circulation Policy from E.G. Fisher Public Library will be temporarily barred from borrowing any in-house mobile technology or equipment for a period of six (6) months.

b. Out-of-house Equipment Circulation

Device	Checkout limit per household	Replacement Cost
Mobile WiFi Hotspot	1	\$180.00
Chromebook	1	\$400.00
Playaway Tablet	1	\$200.00
STEM / Memory Kit	1	Varied
Sports Equipment	4	Varied

i. Eligibility

To borrow out-of-house equipment, you must be an E.G. Fisher Public Library cardholder eighteen (18) years of age or over, in good standing, with a history of borrowing materials from E.G. Fisher Public Library for at least one month. Borrower must read and sign the E.G. Fisher Public Library Equipment Borrowing Agreement. This agreement covers all equipment checkouts for a period of one (1) year from date of signature. If patron has any outstanding fees or over-dues, equipment checkout is prohibited.

ii. Loan Period

Equipment may be checked out for a 7-day period. Mobile WiFi Hotspots and Chromebooks are eligible to be renewed one (1) time if there are no holds. All other equipment is ineligible for renewal.

iii. Overdue charges

Overdue fines are \$2.00 per day per item. Maximum overdue fines for equipment is \$10.00 per item.

Technology devices are deactivated at one (1) day overdue if they are not returned to the circulation desk at E.G. Fisher Public Library. Three (3) late returns for any equipment will result in being temporarily barred from borrowing any equipment for a period of six (6) months. Patrons returning equipment fourteen (14) days or more overdue will be temporarily banned from checking out equipment for a six-month period.

iv. Reserves

Mobile WiFi Hotspots and Chromebooks may be reserved by placing a hold online or by calling the library. Technology devices will be held for two days. If the device is not picked up by the end of the second day, the hold will be cancelled, and the device will move to the next person in line. All other equipment types are ineligible for reserve.

v. Returns

Equipment will not be checked in if missing any accompanying items and will continue to accrue overdue fees until all items are returned. Equipment must be returned to Library Staff at the Circulation Desk. A fee of \$20 will be charged for returning equipment in the book drop, in addition to fees for damage or replacement.

vi. Lost or damaged devices

Patrons are responsible for the cost of any lost or damaged equipment or accessories. Patrons are also responsible for a \$10.00 processing fee for any lost item or accessory. For damaged equipment that is deemed to be repairable, fees will be based on the actual cost of repair. If the borrower fails to pay the replacement cost of damaged or lost equipment, they will be barred from checking out library materials until balance is paid in full.

c. Compliance

The Library reserves the right to take appropriate action to insure compliance with this policy. Actions may include being barred from borrowing devices for non-compliance.

d. Liability

The Library is not responsible for any liability, damages or expense resulting from the use or misuse of the equipment.

The Patron should have a basic working knowledge of the equipment upon checkout. If any problems are encountered, the patron should return the equipment immediately to the Circulation Desk.

The patron is financially liable for any lost, stolen, or damaged equipment or accessories.

The equipment must be in working condition when it is returned or replacement/repair cost will be added to the patron's account.

The patron understands that Internet Content Filtering is NOT provided through technology devices and parents/legal guardians are responsible for monitoring what is accessed. The patron understands that some equipment may contain small parts that pose a potential choking hazard and parents/legal guardians are responsible for supervising equipment usage.

e. Acceptable Use

- Consideration for the security and functioning of technology devices
- Maintain the equipment in good condition
- Use the equipment in a careful and appropriate manner

f. Unacceptable use

- Using the equipment in a manner inconsistent with its intended purpose
- Violating any terms of E.G. Fisher Public Library's internet safety policy with technology devices
- Leaving technology devices in a hot vehicle for an extended period of time
- Removing hotspot sim cards for any reason.

10. Confidentiality

TCA 10-8-101—10-8-103

10-8-101. Explanation.

10-8-102. Dispensing confidential information prohibited; Exceptions.

10-8-103. Library application.

a. 10-8-01. Explanations.

As used in this chapter, unless the context otherwise requires:

(1) "Library" means:

(A) A library that is open to the public and established or operated by:

(i) The state, a county, city, town, school district or any other political subdivision of the state;

(ii) A combination of governmental units or authorities;

(iii) A university or community college; or

(B) Any private library that is open to the public; and

(2) "Library record" means a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific information or materials from such library. "Library record" does not include non-identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.

b. 10-8-102.

Dispensing confidential information prohibited; Exceptions.

(a) Except as provided in subsection (b), no employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such library. Such library records shall be considered an exception to the provisions of §10-7-503.

(b) Library records may be disclosed under the following circumstances:

(1) Upon the written consent of the library user;

(2) Pursuant to the order of a court of competent jurisdiction; or

(3) When used to seek reimbursement for or the return of lost, stolen, misplaced or otherwise overdue library materials."

c. 10-8-103.

Library application.

This chapter shall apply to libraries included with chapters 1 and 3-5 of this title.

11. Museum and Attraction Passes

E.G. Fisher Public Library provides a variety of passes to local museums and attractions for patron checkout. This program offers patrons access to unique education experiences in the local community. Museum pass partners may change on a yearly basis. Current partners include:

a. Current Museum Pass Partners

Museum/Attraction	Checkout limit per card	Replacement Cost
McMinn Living Heritage Museum	1 Family Pass (up to 4 admissions)	\$45.00

b. Eligibility

To borrow a museum pass you must be an E.G. Fisher Public Library cardholder, in good standing (no fees, no over-dues) within the same household (all patrons living at the same physical address). Borrower must read and sign the Museum Pass Checkout agreement. Borrowers must be 18 or older.

c. Loan Period

Museum Passes may be checked out for a one-week period.

d. Overdue charges

Failure to return Museum Passes to the Circulation Desk Overdue fines are \$1.00 per day. Maximum overdue fine per item is \$5.00.

Three (3) late returns of a Museum Pass within a 12-month period will result in being temporarily barred from borrowing any Museum Pass for a period of six (6) months. Patrons returning a pass 14 days or more overdue will be temporarily banned from checking out Museum Passes for a six-month period. If the borrower fails to pay the replacement cost of the pass, they will be barred from checking out library materials.

e. Reserves

Passes may be reserved by placing a hold online or by calling the library. Passes will be held for two days. If the pass is not picked up by the end of the second day, the hold will be cancelled, and the pass will move to the next person in line.

f. Returns

Passes must be returned in the Museum Pass holder they are issued in. Passes may be returned to the drop-box.

g. Lost or damaged items

Patrons are responsible for the cost of any lost Museum Pass. Patrons are also responsible for a \$10.00 processing fee for lost or damaged Museum Pass Holders. Lost museum passes are not eligible for refund.

h. Compliance

The library reserves the right to take appropriate action to insure compliance with this policy. Actions may include being barred from borrowing museum passes for non-compliance. Pass are purchased by E.G. Public Library to provide the borrower with access to local attractions and educational opportunities.

i. Liability

The Library is not responsible for any liability, damages or expense resulting from visits to partnering museums or attractions.

Patrons are responsible for abiding by the code of conduct of partnering organizations. E.G. Fisher Public Library is not responsible for or in control of the actions of any employees of partner organizations or visitors to partner organizations.

Title VI prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance. Incidents of discrimination by partner organizations may be reported to E.G. Fisher Public Library staff. Patrons are also encouraged to report incidents of discrimination directly to the partner organization.

C. Reference policy

Reference services are available to all persons served by E.G. Fisher Public Library regardless of age, gender, sexual orientation, religion, race, disability, socio-economic status, or any other legally-protected status.

1. Service Priorities

Service to the public has priority over all other tasks. Simultaneous requests will be managed at the Library Director's discretion with regard to urgency, complexity and availability of staff resources. In-person, telephone, e-mail, and internet reference requests will be handled in the order they are received. If library staff cannot answer a request immediately, he or she will obtain contact information from the patron and see that the patron receives follow-up information when available.

2. Referrals to Other Libraries or Agencies

Library staff may deem it appropriate to refer a patron to another library or agency. If time allows, the staff member should verify that the requested material is at the agency. If it is not possible to call the agency immediately, library staff will encourage the patron to call ahead before traveling to the agency. Library staff will provide the name, address, and telephone number of the agency to the patron. Library staff may not refer patrons to individual practitioners — physicians, attorneys, mental health professionals, or others.

a. Sources

Library staff rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Library staff should avoid giving personal opinions, philosophy, or evaluations; rather, they should rely upon information obtained from reputable sources. The library will always cite the source of the answer.

b. Instruction and Orientation Services

Instruction and orientation in library use may include group tours arranged in advance, individual instruction on how to use the online card catalog, reference tools, and the Internet, and steering patrons to online tutorials and other resources.

c. Contest Questions

Library staff should treat simple, factual questions in the same manner as all other reference questions. Some contest questions are tricky and might have more than one answer that seems to be correct. The library cannot guarantee that the answer provided is the correct answer for any particular contest. Library staff will not conduct lengthy searches or interpret contest rules.

Consumer Evaluations

Library staff should help patrons locate objective product information by showing them how to use magazines, buying guides, and/or general indexes that may lead to product evaluations in other periodicals. Library staff should not give opinions about consumer products.

d. Book, Antique, and Art Appraisals

The library is not staffed with experts for making appraisals of books, works of art, antiques, coins, stamps, currency or other collectibles. Library staff may refer patrons to appropriate reference resources.

e. Medical, Legal and Tax Questions

The library does not provide advice or interpretation in the areas of medicine or law. Library staff can not undertake legal searches or interpret legal reference sources. This would be regarded as practicing law.

Regarding telephone requests for medical information, library staff can only read brief definitions from authoritative sources. They should quote the sources verbatim, and they should inform the patron of the name of the quoted source.

Library staff should not provide advice in the interpretation of tax law or assistance in the selection of appropriate forms.

f. Telephone Reference Services

Questions received via telephone will be answered in a timely manner and should be kept to a maximum of ten minutes. If more time is needed, a call back may be necessary, or the caller can be encouraged to visit the library.

Basic search guidance, but not extensive instruction or research assistance, will be provided via telephone. Basic telephone reference services include searching the catalog, answering brief questions, giving brief definitions or statistical data, explaining library services, and searching the Internet for specific, brief information.

Patrons in need of extensive assistance will be advised to visit the library.

g. General Searching of Electronic Information

Library staff will use professional judgment to determine whether Internet resources are appropriate authoritative answers for questions. Library staff will offer suggestions to patrons who are using Internet workstations and will help within the limits of their expertise in determining whether a resource is authoritative. Library staff will not guarantee the validity of information retrieved from the Internet but will attempt to provide the patron with tools and contextual information that will help to evaluate the resource.

h. Reference Services for Students

i. School Assignments

Homework is intended to be a learning experience for the student. The role of library staff is one of guidance in helping students find material or potential sources of information to complete homework assignments. Library staff will make every effort to assist students in locating the material needed for a class project. Students should use the material themselves to complete their assignments.

ii. Test Proctoring

E.G. Fisher Public Library test proctoring services when possible as a public service. "A proctored exam is one that is overseen by an impartial individual (called a proctor) who

monitors or supervises a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process.”

The library reserves the right to limit the number of tests per student. The proctor can supervise written (open or closed book), emailed, or online exams. The library will not administer national standardized tests such as the GED.

To schedule a proctored exam, the student must contact the library at least three (3) business days in advance of the desired test date to be considered. Students may call or visit the library to schedule a time and date that does not conflict with the library’s schedule of events.

Exams will be administered during the library’s regular operating hours. The test must be completed 30 minutes before the library closes. The student must arrive at the scheduled time. The student is responsible for notifying the library as soon as possible if they cannot make the appointment. The library reserves the right to cancel or change the date of any proctored test due to inclement weather, computer malfunctions, etc. The student may need to reschedule the proctoring date.

All test requirements, exam instructions, and verification forms must be received from the issuing educational institution before any tests are taken. The student is responsible for ensuring that the examination and other required exam materials are sent to the library for proctoring. The student must provide all supplies needed (such as pens, pencils, calculator, paper, etc.) to complete the test.

Library computer settings will not be modified to accommodate an online test. The library will provide a computer that has the Microsoft Office Suite and Internet access. Installation of any special software that may be needed to complete the exam on a library computer will not be allowed. It is the responsibility of the student to ensure that the computing resources are adequate for their testing purposes. At the time of testing, the student must provide current photo identification and the name on the identification must match the name on the testing materials.

I. Genealogical Reference Services

Library staff should provide general assistance and guidance in locating items in the genealogy collection. Patrons unable to visit the library may request specific information from the library microfilm. Microfilm requests will be completed as soon as possible, however patrons will be advised that these requests may take several weeks to complete due to staffing and technology limits. The library cannot guarantee that the requested information or articles can be recovered.

D. Technology and Internet Use Policies *(Adopted October 12, 2007; Revised 5/17/2021, 6/20/2017)*

The McMinn County Library Board establishes this Library Internet Policy to ensure appropriate use of Internet resources within E.G. Fisher Public Library.

The Library provides workstations for free public access to the Internet as an informational, education and recreational resource. The Library expects that all use of electronic information resources such as the Internet will be responsible and ethical, consistent with the purpose for which these resources are provided. This policy is to be used in conjunction with the library's Rules and Regulations for Conduct in the Library Policy, other library policies, and all Federal, State and local laws and regulations concerning use of property and computing resources. Use of the library's technology resources (public computers, laptops, tablets, etc.) or wireless connection constitutes acceptance of this Computer and Internet Use Policy.

Potential users must agree to follow the policy guidelines outlined below:

1. Internet safety

a. Disclaimer

The Library offers links to a wide range of useful and interesting sites through its web site. Some Internet sites found through search engines may contain inaccurate, incomplete, outdated, indecent, controversial or offensive material.

The Library does not and may not monitor, control, or provide barriers to such material and cannot be held responsible for its content. We firmly believe that the valuable information available on this world-wide network far outweighs the possibility that users may come across material that is not consistent with the goals of the Library. Selection policies that serve to govern a library's purchase of written material may not apply to material accessed electronically.

b. User Responsibilities

The Library provides Internet access equally to all library users. Only parents or guardians — not the library or its staff — may restrict their children — and only their own children — from access to the Internet or other library materials. We strongly encourage parents to monitor and supervise their children's Internet use. For more information on children and the Internet, please read Child Safety on the Information Highway (<http://www.safekids.com/>) produced by the National Center for Missing and Exploited Children and the Interactive Services Association.

Ultimately, all library users, whether children or adults, are the final selectors in using the Internet and other library materials and are responsible for their individual choices and decisions and use these resources at their own risk.

However, the library does prohibit sending, receiving, or displaying child pornography and obscene 'material which depicts nudity, sexual contact, excess violence or sado-masochistic abuse, which is harmful to minors' in such a public setting where minor children or other library users might be unwilling exposed. The Library reserves the right to terminate any session where such material is present.

c. Privacy and Confidentiality

In general, the Library will treat information on computers as confidential. Requests for disclosure of information regarding an individual's use will be honored only if approved by the Library Director, when authorized by the owners of the information, or when required by local, state, or federal law as provided in the Confidentiality of Library Records Law.

Users should be aware, however, that due to the technical difficulties involved in providing absolute security, transactions and files may become public and the user expressly assumes this risk. Users should be aware that there is no right to privacy with respect to use of library computers. When websites and/or other materials are accessed, internet addresses are recorded and/or stored. Messages, comments and/or communications are not anonymous and any electronic information and/or communications sent or received may be stored, maintained and/or retrieved by other users. Users should be aware that library computers are accessible to other users and the library cannot and shall not guarantee the privacy of any information and/or communications.

The Library staff may impose restrictions, such as time limits, on the use of library equipment. While respecting an individual user's right to privacy, library staff reserves the right to monitor use of Internet workstations to ensure compliance with the Library Internet Policy.

d. Guidelines for Acceptable Use

It is essential that at all times Internet users shall:

- i. Obey all applicable federal, state, and local laws and regulations regarding minor's access to materials harmful to a minor.
- ii. Refrain from any activities which might be disruptive to other library users.
- iii. Refrain from the transmission or display of threatening, harassing, libelous, or slanderous material.
- iv. In accordance with the Tennessee Code 39-17-911, refrain from sending, receiving or displaying any child pornography and obscene 'material which depicts nudity, sexual contact, excess violence or sado-masochistic abuse, which is harmful to minors'
- v. Make no attempt to damage computer equipment, alter computer settings or install any software, introduce a worm or virus, or other harmful form of programming or vandalism, or participate in hacking activities or any form of unauthorized access to other computers, networks, or information systems.
- vi. Avoid disclosing personal information over the Internet to preserve his or her own personal safety. Library Internet users are prohibited by law from disclosing, using, or disseminating personal information regarding minors without written authorization of the parent or legal guardian of the minor(s) involved. Internet users are prohibited from using the library computers to compromise the safety and security of minors when using email, chat rooms, social networking sites, and other forms of direct electronic communications. Such use includes but is not limited to: giving others private information about one's self or others or arranging a face-to-face meeting with someone one has met on the Internet without a parent or legal guardian's permission.



vii. Respect international copyright laws and honor software licensing agreements.

e. Filtering

Library computers accessing the Internet are filtered in compliance with the Federal Government's Child Internet Protect Act (CIPA). If a patron encounters a blocked site that he/she feels is necessary for their research, they may ask a member of the Library staff to unblock the site.

f. Violations

While respecting an individual user's right to privacy, Library staff reserves the right to monitor use of Internet workstations to ensure compliance with this safety policy. A user's access to the library's computer resources is a privilege, not a right. Staff may ask users to remove themselves from Library equipment if they observe any behavior which they judge to be in conflict with this policy. Misuse or abuse of Library computers or Internet access may result in loss of Internet access privileges. Repeated abuse of the Internet Safety Policy could result in loss of library privileges, being barred from the Library itself or possible criminal prosecution.

g. Virus Warnings

Although the Library uses a program that checks for viruses, there is no guarantee that files downloaded from the Internet will not contain a virus. The Library is not responsible for any damages that may arise from saving or downloading files to any personal device.

2. Computer Access

Technology available for library patron and visitor use may include public access computers, laptops, tablets, Chromebooks, WiFi Hotspots, and computer accessories.

a. Public Access Computers

Public access computers are normally available, subject to periodic maintenance, during regular library hours. Patrons are allowed access to the Internet computers on a first come, first serve basis. The Library does not take reservations for public access computers. The user agrees to restrict his/her computer access time to one hour when others are waiting.

To use the public computers, patrons must provide a library card or identification at the Circulation Desk to receive a PIN number. Patrons with outstanding fines or fees on their library account must make a minimum payment toward those fines or fees to receive an untimed computer session. Patrons with lost or damaged item fees on their account must pay a minimum \$5.00 payment toward the lost or damaged item. By making partial payments toward a lost item, patrons waive the right to receive a refund if the patron later finds the item. Patrons with only overdue fines on their account must make a minimum payment of \$2.00 toward existing overdue fines. Patrons unable to make a payment towards fines or without a library card or identification may use a 15-minute computer pass.

15-minute computer sessions may be extended to one hour if patrons require computer access for essential services. Essential services include: accessing to housing and utilities, access to employment, access to health care, access to a government service, access to education.

b. Access by minors

It is understood that minors having a library card may access the Internet with or without a parent/guardian's presence; however, the Library does encourage parents/guardians to oversee their child's Internet activity. Minors aged 17 and under must have an E.G. Fisher Public Library card in order to access computer workstations with internet access.

c. Other technology

Downloading/saving to a CD or flash drive is permitted on public access computers. Hard copies of information may be printed out at the cost of 25 cents per page. Downloading/saving to the computer hard drive is not permitted.

To access laptops, tablets, Chromebooks, WiFi Hotspots, and computer accessories patrons must present a valid E.G. Fisher Public Library card and abide by the Technology Circulation Policy.

d. Staff assistance

The Library staff is happy to assist users in accessing the internet, each user is nevertheless responsible for his/her own search. Staff cannot provide in-depth personal training in the use of the Internet or of personal computers. Patrons are encouraged to make an appointment for one-on-one technology assistance or to bring someone with them who can assist them.

Library staff are not permitted to input sensitive information into web forms (name, address, phone number, social security number, etc.).

3. Wireless internet access**a. Patron access**

E.G. Fisher Public Library provides filtered wireless internet access (WiFi) to library patrons 24 hours per day to support broadband access in the community. When using the WiFi, patrons must comply with this policy, the Computer and Internet Use Policy, Internet Safety Policy, and all other library policies.

The Library does not require patrons to register or use a password to access the WiFi.

Patrons desiring to utilize the library's WiFi must have their own portable computing device (phone, tablet, laptop, etc.). The library does have a limited supply of portable computing devices available for patron use.

There is no guarantee that a wireless connection can be made or maintained.

The McMinn County Library Board reserves the right to temporarily limit WiFi access after library hours as needed to address safety or security issues.

b. Responsibility and liability

The library's WiFi does not provide a secure connection. Patrons use the library's wireless internet access at their own risk. The library encourages patrons to use virus protection, a personal firewall, and other measures to protect personal information from disclosure.

Patrons using any portable computing devices (personal or provided by the library) are solely responsible for protecting their personal information and assume all risks of an invasion of privacy or disclosure of personal information that may occur when using the library's WiFi.

The library's WiFi does not include the ability to print documents on library printers. Patrons desiring to print documents from a portable device should ask for assistance from library staff.

The library is not responsible for any loss of information or damage that may occur, either directly or indirectly, to any personal equipment or data.

The Library reserves the right to terminate any wireless network connection in accordance with federal, state, and local laws, regulations and policies. A violation of this policy constitutes a violation of the library's Computer and Internet Use Policy and Internet Safety Policy.

4. E.G. Fisher Public Library website and social media

E.G. Fisher Public Library maintains a website and various social media accounts to share library resources with the public. The library website and social media contain links to other sites in order to provide relevant educational and community information. The library is not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy. We encourage patrons to become familiar with privacy practices of other sites they may visit, including linked sites.

5. References

American Library Association. (n.d.) Legal issues: CIPA & Filtering.

http://www.ala.org/advocacy/intfreedom/iftoolkits/litoolkit/legalissues_CIPA_filtering

Federal Communications Commission. (2016). Children's Internet Protection Act.

<https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

State of Tennessee. (2017). TCA 39-17-901. Part definitions.

<https://www.lexisnexis.com/hottopics/tncode/>

Texas State Library and Archives Commission. (2016). Children's Internet Protection Act Fact Sheet for Public Libraries. <https://www.tsl.texas.gov/ld/consulting/tech/cipa.html>

U.S. Department of Justice. (2015). Citizen's Guide to U.S. Federal Law on Obscenity.

<https://www.justice.gov/criminal-ceos/citizens-guide-us-federal-law-obscenity>

E. Photocopier and other equipment use (fax, scanner, microfilm, printer, etc.)**1. Photocopier**

Library patrons may make black and white photocopies using a self-service copy machine. Library staff are available to provide assistance with black and white copies and to make color copies upon request.

2. Scanner

Library patrons may have a paper document scanned to an email address or scanned and saved to a personal USB drive at no cost. All scanned documents are saved as PDF documents.

3. Microfilm

Library patrons may access microfilm following the policy for public computer access. Patrons are responsible for proper care and handling of microfilm resources. Patrons will request assistance from library staff if unsure about the proper use or operation of the microfilm. In order to protect the microfilm collection, improper use of microfilm or damage to microfilm resources due to improper handling may result in the temporary loss of microfilm privileges.

4. Printers

All public access computers have access to a black and white printer. Patrons requiring color printing should ask staff members for assistance. Patron prints will be paused at the Reference Desk and only released upon request by the patron. Patrons are advised that logging out of the public computer prior to retrieving a print job will result in the automatic and irreversible deletion of that print job. Patrons may email documents to the Circulation desk for printing from a phone or other device.

5. Fax services

Patron may send and receive faxes at E.G. Fisher Public Library. Patrons should alert library staff to an incoming fax. There is no charge for including a cover page with a fax.

6. Fees

Patrons are financially responsible for all prints they produce, including mistakes. Library staff will not charge patrons for printing mistakes that are the fault of library staff or malfunctioning equipment. Any prints, copies, faxes, or other documents not retrieved after three (3) days will be discarded. Schedule of fees can be found under [B. Circulation Policy 5. Charges for services, fines, fees.](#)

F. Facilities use policy

1. Hours of operation

E.G. Fisher Public Library's operating hours are set by the Library Board as follows:

Mondays	9:30 am to 8:00 pm
Tuesdays	9:30 am to 5:30 pm
Wednesdays	9:30 am to 5:30 pm
Thursdays	9:30 am to 8:00 pm
Fridays	9:30 am to 5:30 pm
Saturdays	9:30 am to 5:00 pm
Sundays	CLOSED

The library is closed the first Wednesday of every month for staff development and maintenance.

The library may at times close unexpectedly due to unforeseen circumstances (weather, building issue, etc.). Any unexpected closures are advertised through signage on library property and the library's Facebook page with an expected date of reopening.

2. *Americans with Disabilities Act*

It is the policy of E.G. Fisher Public Library not to discriminate based on race, color, national origin, age, sex, religion or disability pursuant to Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973 (Public Law 93-112), and the Americans with Disabilities Act (Public Law 101-336) in its hiring, employment practices and programs. In addition, E.G. Fisher Public Library complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

In accordance with the requirements of Title II of the Americans with Disabilities Act (ADA) of 1990, E.G. Fisher Public Library will not discriminate against qualified individuals with disabilities in its provision of services, facilities, programs or activities.

E.G. Fisher Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of the library's facilities, programs, services, and activities.

The ADA does not require E.G. Fisher Public Library to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

3. Surveillance

E.G. Fisher Public Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of the library premises are under continuous video surveillance and recording. This policy is in force to deter public

endangerment, vandalism, theft and mischief in unsupervised areas and to identify those individuals involved in such activity for law enforcement purposes, while adhering to the applicable federal, state, and local law concerning the confidentiality of library records, the disclosure of public records, and the protection of individual privacy. Signage will be posted at the library entrance at all times, disclosing this activity.

a. Use

The library's video surveillance system shall be used only for the protection and safety of customers, employees, assets, property, and to identify persons breaking the law or violating the library's Code of Conduct Policy.

When an incident occurs on Library premises:

- i. Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
- ii. Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.
Video recordings of incidents can be retained and reviewed as long as considered necessary by the Library Director.
- iii. Images may be shared with other Library staff to identify person(s) suspended from Library property and to maintain a safe and secure environment.
- iv. While it is recognized that video surveillance will not prevent all incidents, its potential deterrent effect, and resource as a means of identifying and prosecuting offenders is considered worthwhile.

b. Security Camera Locations

Reasonable efforts shall be made to safeguard the privacy of patrons and employees. The video security cameras will be positioned to record only those areas specified by the Library Director and will complement other measures to maintain a safe and secure environment in compliance with library policies. Camera locations shall not be changed or added without the permission of the Library Director. Cameras may be installed in locations where staff and patrons would not have an expectation of privacy. Examples include common areas of the Library such as entrances, near book and media collections, public seating, delivery areas and parking lots. Cameras will not be installed in areas where staff and patrons have a reasonable expectation of privacy, such as restrooms, nor are they positioned to identify a person's reading, viewing or listening activities in the library.

c. Access to Digital Images

The live security feed may be used by library staff to monitor in the moment library activity as needed. The archival video system will be secure and will only be viewed by those authorized to do so. Library supervisors, in the course of their normal duties, will monitor and operate the video security system. Individuals authorized to access the recorded archival data in pursuit of incidents of criminal activity, litigation, or violation of the Library's Code of Conduct Policy

include the Library Director, library supervisors acting under the express direction of the Library Director, and the Executive Committee of the McMinn County Library Board. Authorized individuals may access recorded data in order to ascertain security concerns related to a specific incident. Such persons shall not violate any laws relevant to this policy in performing their duties and functions related to the video security system. Library employees are to review and comply with this policy.

d. Use / Disclosure of Video Records

Video records may be used by individuals authorized under this policy or law enforcement to identify the person or persons responsible for library policy violations, criminal activity on library property, actions considered disruptive to normal library operations or violation of the Library's Code of Conduct Policy.

Video records may be shared with authorized library employees when appropriate or, upon approval by the Library Director, other library staff to identify person(s) suspended from library property and to maintain a safe, secure and policy-compliant environment.

Under certain circumstances, individuals authorized under this policy may use a still shot or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on library property.

Video records shall not be used or disclosed other than as specifically authorized by this policy.

All requests for security camera footage or still shots by law enforcement will be referred to the Library Director.

In the event of a search warrant, which is executable immediately, the Library Director or responsible library supervisor will comply with the search warrant and consult with legal counsel. Upon receipt of a subpoena or other court order, the Library Director or responsible library supervisor shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, the Library Director or responsible library supervisor shall insist any defect be remedied before releasing patron records which contain patron information.

e. Retention and Storage of Digital Images

Images from the library video security system are stored digitally on hardware in the library. Security camera footage will be kept confidential. Logs will be kept of all instances of access to, and use of, recorded data to enable a proper audit trail.

f. General Public Requesting Access to Security Camera Footage

Confidentiality/privacy issues prohibit the general public from viewing security camera footage that contains patron information. If the library receives a request from the general public to inspect security camera footage which contains patron information, the general public will be advised to file a police complaint.

g. Unauthorized Access and/or Disclosure

A breach of this Policy may result in disciplinary action up to and including dismissal. Any library employee who becomes aware of any unauthorized disclosure of a video record and/or a potential privacy breach has a responsibility to ensure that the Library Director is immediately informed of the breach.

h. Dealing with a Breach of Privacy

Once a privacy breach has occurred (loss, theft, or inadvertent disclosure of personal information) immediate action must be taken to control the situation. Identify the scope of the breach and take steps to contain the damage, (e.g. retrieve copies of recorded information, determine if unauthorized access to an electronic system has occurred, etc).

Ensure that the Library Director and library staff are notified immediately of the breach. If applicable, notify individuals whose personal information has been disclosed. Conduct an internal investigation into the matter and report on the findings as quickly as possible and implement any recommendation. The objectives of this investigation should include: A review of the circumstances surrounding the event as well as the adequacy of existing policies and procedures in protecting personal information. Try to resolve a complainant's concerns informally at the onset of the complaint.

i. Compliance

Failure by staff to comply with this policy may result in disciplinary action up to and including termination of employment.

4. Meeting room use

a. General rules of meeting room use

- i. Meeting rooms may be reserved by individuals, businesses, government agencies, and non-profits for private or public events.
- ii. Sales may not be conducted on the premises without prior approval from the Library Director.
- iii. Tobacco products may not be consumed inside the library or within 25 feet of entrances and exits. Alcoholic beverages may not be consumed on the Library premises.
- iv. Flammable materials are prohibited (i.e. candles, incense, light strips, etc.).
- v. Reservations are not allowed outside of library operating hours.
- vi. All reservations must end 30 minutes before the library's closing time. Groups should complete clean up and exit the room by this time. Groups should notify the front desk when leaving the room.
- vii. All payments for meeting rooms are non-refundable.
- viii. Each organization is responsible for setting up and putting away chairs and tables. (There are approximately 50 chairs and 12 tables).
- ix. Food and beverages are allowed in the Community Room. Avoid staining drinks, i.e. Red Kool-Aid and other red drinks. No food or beverages are allowed in the Board Room.
- x. Leave meeting room clean, free of trash in the condition it is found: trash picked up, spills cleaned up.

- xi. Coffee pot, microwave, refrigerator, stove, and dishwasher are available in the kitchen for Community Room rentals. Dishes and party supplies are not provided. Surfaces and equipment should be left clean.
- xii. All audio-visual needs should be planned for at least 7 days prior to the event and specified as part of the rental agreement. The primary contact person will be shown how to use the equipment. Any damage will be the responsibility of the lessee.
- xiii. Meetings of large groups which may disturb or interfere with the general use of the library will not be booked.
- xiv. No governmental agencies (local, state or federal) shall be charged unless they are charging an admittance fee.
- xv. Individuals renting or attending events in meeting rooms are subject to E.G. Fisher Public Library's Code of Conduct. Failure to comply with the Code of Conduct may result in temporary bans from meeting room use.
- xvi. Any usage of library space must be made within the context of local, state, or federal laws or regulations. Access may not be denied on the basis of race, religion, sex, age, national origin, or physical or mental disability.
- xvii. Patrons renting meeting spaces are responsible for ensuring the maximum room capacity is observed.
- xviii. Library programs and meetings have first priority for room reservations.

b. Board Room

The Board Room may be reserved on a first come, first serve basis at no charge. The Board Room may be reserved up to two weeks in advance.

The Board Room is limited to groups of 12 or fewer. Groups requesting alternative seating or movement of furniture must receive prior permission from the Library Director or a library supervisor.

A protective cover must be utilized to protect the Board Room table prior to any crafts or potentially damaging activities.

Public reservations for the Board Room will be canceled if no representative or participant has arrived within 30 minutes of the scheduled time. Canceled reservation slots may be made available to other library patrons.

c. Community Room

The Community Room is reserved on a first come, first serve basis.

Rental Length	Rental Rate
0-2 Hours	\$40.00
2-4 Hours	\$50.00
4-6 Hours	\$70.00
6+ Hours	\$90.00

Patrons renting the Community Room must complete a Community Room Rental Agreement. In order to reserve the Community Room, renters must make a \$20.00 non-refundable deposit. The remainder of the rental fee must be paid before utilizing the room on the date of the rental. Community room rental fees, once paid, are non-refundable and non-transferable. Rental cancelations due to emergency library closures may be refunded within six months of the canceled reservation.

Non-profit 501-C3 community organizations may reserve the room once per month at no charge unless they are charging an admission fee. Subsequent rentals will be at a fifty percent discount from the standard rate unless they are charging an admission fee. Organizations may be required to provide proof of 501-C3 status.

5. Exhibits and bulletin boards

The Library provides for the public such education and cultural exhibits as possible within the restricted space. Exhibits are organized in a manner consistent with the library's Selection Guidelines. The library will try to protect material displayed but cannot be responsible for loss or damage to such material.

a. Public Bulletin Board

Brochures and notices of meetings, cultural activities, local businesses, and other events may be posted on the Community Bulletin Board, space permitting. All postings are required to include either a date posted or a date to be removed. Notices will be removed no more than six months after posting.

Political materials supporting or targeting candidates running for political office are not permitted. Materials include but are not limited to: campaign posters, campaign pamphlets, notices of rallies for specific candidates, materials intended to promote the candidacy of a particular person or persons will not be permitted.

b. Mayfield Gallery Artwork with Community Artist League

Focusing on establishing and maintaining community connections, E.G. Fisher Public Library is pleased to provide a location in the library where artists from the Community Artist League can display their original creations free of charge. Art displays will be coordinated by the President of the Community Artists League, or appointed organizations representative.

The artist or a Community Artist League representative will coordinate delivery and removal of their artwork with the Library Director or a library supervisor. Exhibits/displays will be available to the general public for viewing in a community space during regular library hours. No admission will be charged.

Artwork must be in a format that is able to be hung on a wall or displayed in a display cabinet. Artists are responsible for set up, display, and removal of their own exhibits/displays. Exhibits/displays will be rotated month at the beginning of the month.

The exhibit space may not be used for advertising for commercial enterprises, political candidates, partisan politics, and matters applying to only one faith, sect, or political viewpoint. Exhibits and/or display items may not include defaming or obscene materials as defined by the

courts or materials which could lead to breach of the peace or which advocates the violation of criminal laws. Exhibits and/or display items may not be acceptable if they depict extreme violence, sex or if they make negative comments about racial, religious or ethnic groups.

Artwork that is fragile in nature or whose framing or display arrangement is of questionable durability may be rejected. Maximum weight for any piece is 20 pounds.

If any artwork is available for sale, all information must be obtained directly from the artist without any involvement of the library. The artist's contact information must be posted with the artwork and/or in the glass display cabinet with displayed artwork.

The Library Director will have discretionary authority over the appropriateness of items displayed for public viewing and reserves the right to reject any or all items submitted for display if they contradict this policy. The Library reserves the right to change, reschedule, cancel or alter the length of the exhibit/display for library programming or when necessary. Priority will be given to library-sponsored displays.

Exhibition and or display of artwork does not imply an endorsement by E.G. Fisher Public Library, its Trustees, or its staff. If at any time during the length of the exhibit, a piece of art becomes dislodged from the wall, the artist will be notified promptly and will be expected to come to the library to re-hang the art as soon as possible.

The library will provide information about the exhibit/display to the public by way of the library's social media platforms and website.

E.G. Fisher Public Library assumes no responsibility and is released from any liability that may result from theft of or damage to an exhibit, in whole or in part, while on display at the library. Artists presenting exhibits/displays shall provide their own insurance coverage.

6. Lost and Found

- a. E.G. Fisher Public Library is not responsible for the security of personal items brought into the library or on the library grounds. Unclaimed items are managed in accordance with the following guidelines:
- b. If the owner of a lost and found item satisfactorily identifies the lost item, it will be returned to them.
- c. Perishable items such as food and personal care items will be disposed of immediately.
- d. Lost and found items will be dated and stored for a period of ten (10) days. Reasonable attempts will be made to contact the owners (to the extent the ownership is known) to reclaim their lost items. Items not claimed within ten (10) days become the property of E.G. Fisher Public Library and will be processed as donations or disposed of at the discretion of the Library Director.

7. Designated spaces

E.G. Fisher Public Library strives to create warm, inviting, educational, and safe environments for children and teens. In order to best protect and serve the needs of these patrons and their families, E.G.

Fisher Public Library has designated areas specifically for use by these patrons and their families or caregivers.

a. Children's Area

- i. Use of the Children's Area is reserved for children ages birth through 14, their families, or caregivers, and teens or adults actively browsing the juvenile materials collection. Out of concern for the safety of young patrons, adults who are unaccompanied by a child or children in the children's area of the Library may be questioned by staff and may be asked to move to another area of the Library.

b. Teen Space

- i. Use of the Teen Space is reserved for teens, ages 12 to 18, their families, or caregivers, and adults or other patrons actively browsing the young adult materials collection during designated times.

The Teen Space is reserved for teen use from 3:00pm till closing on school days and from 11:00am till closing on non-school days. School days will be considered to be any day the Athens City Schools, McMinn County Schools, or Etowah City Schools are in session.

Out of concern for the safety of young patrons, adults who are unaccompanied by a teen in the teen space of the Library during these times may be questioned by staff and may be asked to move to another area of the library.

G. Volunteers

1. Role and responsibility

a. Role

E.G. Fisher Public Library uses volunteers to supplement the efforts of paid library staff in meeting the demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

E.G. Fisher Public Library will use volunteers to supplement and not replace the work done by library staff. A volunteer is an individual, 12 years or older, who contributes time, energy, and talents directly or on behalf of E.G. Fisher Public Library and is not paid by any library funds.

b. Responsibilities

Volunteers are expected to:

- i. Act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.
- ii. Complete assigned duties in a timely manner.
- iii. Alert library staff if an assigned task is outside of their abilities or comfort level.
- iv. Sign-in and out via the approved library volunteer time tracking system.
- v. Arrive promptly to assigned volunteer shifts and notify staff of expected tardiness or absences.

- vi. Wear appropriate and inoffensive clothing that does not restrict standing, walking, bending, and reaching.
- vii. Refrain from using personal devices including headphones and cellphones without prior approval from or notification of a library employee.
- viii. Wear a volunteer badge while signed in as a library volunteer.
- ix. Ask library staff questions if they are unclear on the correct way to complete an assigned task.
- x. Refer patron questions not related to their assigned areas of work to library staff.
- xi. Contribute to smooth library operations and an increased level of library service for all patrons.
- xii. Provide adequate notice to library staff when records of volunteer service are needed.
- xiii. Maintain individual records of their volunteer time if needed for reporting.
- xiv. Report any issues or injuries that take place during scheduled volunteer shifts to the Program Director, Library Director, or other library supervisors. Volunteers are not covered under any Workers' Compensation Plan.

2. Recruitment and selection

a. Eligibility

- i. Volunteers must be age 12 or older.
- ii. Volunteers aged 18 will be cross referenced with the Tennessee Sex Offender registry. Individuals on the Tennessee Sex Offender Registry may not volunteer with E.G. Fisher Public Library.
- iii. All volunteers must complete the volunteer application, scheduling process, and training prior to performance of assigned tasks.
- iv. Acceptance of an application is at the library's discretion.
- v. E.G. Fisher Public Library reserves the right to terminate the services of the volunteer.

b. Recruitment

E.G. Fisher Public Library partners with schools, colleges, universities, and community organizations to recruit volunteers. Volunteers are not required to have an affiliation with a community recruiting partner.

c. Selection

Volunteers are selected based on a variety of criteria including: eligibility, skills, library needs, volunteer schedule, past experiences with E.G. Fisher Public Library, and type of volunteer hours required. The Program Director, or staff members under the direction of the Program Director, will contact accepted volunteers and confirm approved volunteer schedules.

3. Duties and limitations

a. Duties

Volunteer duties may include but are not limited to:

- i. Shelving and shelf reading
- ii. Program and special event assistance
- iii. Summer Reading assistance
- iv. Cleaning
- v. Lawn maintenance

- vi. Assistance with basic clerical tasks and supply preparation
- vii. Assistance with library outreach activities

Volunteer may be limited in which duties they may work.

b. Limitations

Volunteer duties may not include:

- i. Handling cash transactions
- ii. Access to patron accounts

4. Volunteer Partnerships

a. Light Duty and Paid Internship Programs

- i. E.G. Fisher Public Library partners with various organizations to provide work experiences for light-duty workers and internship opportunities. Volunteers participating in these programs are compensated via the partner organization. Volunteers in these programs may complete varied on-boarding processes. These volunteers must meet the criteria of the program partner as well as meet the expectations of an E.G. Fisher Public Library volunteer. Due to the length of partnership placements, these volunteers may be given additional responsibilities greater than those of an average volunteer. Partnership volunteers may not handle cash transactions nor access patron accounts. These volunteers work under the direction of the Library Director or assigned library supervisors.

b. Court Appointed Community Service

Volunteers applications for court appointed community service must meet the following criteria:

- i. Must be under age 18 with community service mandated by the McMinn County juvenile court.
- ii. Must provide library volunteer coordinator with court order documents.
- iii. May not have convictions for drug offenses or violent crimes.
- iv. Must meet the standard volunteer eligibility requirements and maintain E.G. Fisher Public Library's volunteer expectations.

5. Volunteer Partnerships

- a. Volunteers may not report for duty under the influence of drugs or alcohol or bring any drugs or alcohol on to the library premises.
- b. Volunteers aged 18 and older are not able to complete court-ordered community service at E.G. Fisher Public Library at this time.