

Cleveland Bradley County Public Library

Policies and Procedures Manual



Include Title VI statement

Library Code of Conduct

Introduction

The Cleveland Bradley County Public Library's purpose is to welcome and serve all individuals and groups who wish to use its materials and facilities appropriately. The Code of Conduct is not meant to restrict library use or to deny library services or facilities. Instead, the Code has been established to help create a pleasant and safe environment for patrons, volunteers, staff, as well as protecting Library property.

Library Law

The Cleveland Bradley County Public Library adheres to Tennessee Public Laws and Federal Laws related to Public Libraries. Some of the policies in this manual are a direct result of these laws. A copy of laws related to Tennessee public libraries is found at the end of this manual.

Behavior

In the Library, many customers must share common space and resources. Disruptive, rowdy or unsafe behavior will not be permitted. Parental supervision of children helps to prevent accidents and injuries. Verbal or physical abuse of staff or others in the Library will not be permitted. Damage, abuse or theft of library property will not be permitted. (Please refer to the **Appropriate Library Behavior** policy below.)

Appropriate Library Behavior

Your entrance to this public Library indicates that you are willing and able to act courteously toward all other persons here; act respectfully with regard to public property; and follow all rules of this facility.

To provide an orderly and pleasant public environment, Library staff members are authorized to make judgments regarding individual or group behavior. Staff response to unacceptable behavior may include temporary or permanent suspension of library privileges. Appropriate law enforcement authorities will be promptly informed of any unlawful activity.

PLEASE observe the following

The Library is not responsible for lost or stolen items.
Keep all valuables and personal property with you at all times.
Children must be supervised at all times.
Follow Library computer policies.
Use cell phones in the lobby or outside.

In order to provide a safe and comfortable environment for all customers, the following are NOT PERMITTED in the Library:

- Destruction or theft of library materials or property
- Use of alcohol or illegal drugs
- Disorderly, disruptive or boisterous conduct
- Threatening, harassing or intimidating language or behavior
- Food or drink (Food may be purchased and eaten in the Daily Grind Cafe)
- Smoking and use of tobacco products, vaping, or e-cigarettes in the library buildings or on library grounds
- Sleeping
- Weapons
- Bathing or shaving in public restrooms
- Solicitation of any type
- Sexual activity, harassment of staff and patrons in the library buildings or on library grounds
- Entry to non-public areas except by invitation or approval of library personnel
- Automobiles parked on library property when the driver is not using the library

Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be required to leave the building. This includes physically offensive conditions such as unpleasant body and/or infested clothing or personal effects. Shirts and shoes must be worn at all times.

The Library reserves the right to expel any person whose behavior is disruptive or whose actions interfere with the use of the Library by other patrons.

Noise

Please respect the rights of others to use the library. Avoid loud talking or other actions that would disturb others. Cell phones should be used outside the building and audible cell phone and pager ringers must be turned off when entering the Library. The use of audible devices without headphones or with headphones set at a volume that disturbs others is not allowed. Profane or abusive language is not allowed. Screaming, running, boisterous activity, banging on computer keyboards and other disruptive noises are prohibited.

Skateboards, bicycles, etc.

Recreational use of bicycles, skateboards, roller skates, roller blades or any personal vehicle is not allowed on library property. These items may not be brought into the library. The main Library provides a location for bicycle parking.

Food & Drink

Closed beverage containers with sturdy lids are permitted, provided that beverages are not consumed near the computers or where spills may damage library material. Any spill should be reported immediately to library staff. Eating is not allowed in the public areas of the library (Exceptions for meetings in the auditorium may be made by the Library Director). Food may be purchased and eaten in the Library cafe'.

Personal Conduct

Patrons shall be engaged in activities associated with the use of a public library while in the building. Patrons not engaged in reading, studying, using Library materials, or attending programs or meetings shall be required to leave the building. Patrons may not interfere with the staff as they perform their duties. Intimidation, staring or following staff or other patrons is not permitted. Patrons are prohibited from physically abusing or assaulting other patrons or staff. This includes challenging another person to fight or engaging in any fight, running, pushing, shoving or throwing things. Patrons may not personally monopolize library space (including entrance walkways).

Major Offenses

Patrons may not engage in any activity in violation of Library policy, Federal, State, local or other applicable law. Patrons will not be permitted to engage in any act that clearly disrupts or prevents the normal and intended use of the public library by any other patrons or staff. Those violating library rules may be asked to leave if their speech or actions disturb others or jeopardize the health and safety of patrons or staff. Anyone who refuses to leave after being asked to do so may be prosecuted for criminal trespassing and will be subject to legal action (up to and including arrest).

Our goal is that all patrons enjoy the library responsibly and safely.

Children in the Library

The Cleveland Bradley County Public Library encourages people of all ages to use the Library to take advantage of the available resources, and wishes to make their visit a warm and welcoming experience.

It is the responsibility of the parents or legal guardians to evaluate any materials accessed by their children under 18. This includes the Internet, books, DVDs and other resources. Parents should be aware that there may be resources they judge inappropriate for their children and it is the parents' responsibility to evaluate these resources. ***Parents must be aware that the library itself cannot assume the role of a parent.*** We encourage parents to accompany their children and work with the Library staff to foster a safe environment. Please refer to the following websites for information about helping your child navigate the World Wide Web safely:

<http://www.safekids.com>
<http://www.safeteens.com>

Unattended Children

It is the policy of the Library to provide a safe and appropriate environment for library users of all ages. The Library is, however, a public building with staff trained to provide public library services. The Library is not equipped, nor is it the Library's role to provide long- or short-term daycare for children of any age. Aside from the planned programs, services, and activities designed for specific age groups, the library's staff is not responsible for supervising or tending to the needs of individual users or groups of users.

Accordingly, children under the age of ten must always be accompanied by a parent, guardian or responsible adult childcare provider while in the Library. If a child under the age of ten is attending a Library program or activity, the parent, guardian, or responsible childcare provider must remain in the Library throughout the program.

Parents of children ten and older should not leave them unattended for long periods at the Library. The Library closes at 9:00 p.m. or 6:00 p.m., and children should be picked up no later than five minutes before closing time. Police will be notified concerning any child left after closing time.

Children must abide by the library's behavior policies...i.e.: children are not allowed to run, become loud and disruptive, use vulgar and inappropriate language, damage library property, become insulting to library staff or interfere with the use of the library by others. Should this happen, the parent, guardian, or caregiver will be called. If we are unable to reach you, appropriate law enforcement authorities will be notified to take custody of the child.

Ultimately, parents are responsible for the behavior of their children in the Library, whether or not the parents are present.

Guidelines for Children's Department

An adult must attend children younger than 10 at all times.

Children aged 10 and older may use the Children's Department on their own.

Children must show proper conduct or they will be asked to leave the library:

- Talking in a voice that will not disturb others
- Using language that is not offensive to others
- Actions that will not be disruptive to others
- Showing respect for others in manner and speech

Library Card Required

Library cards will be issued to all residents of Bradley County with proof of residency free of charge (2 proofs and picture ID). All residents of Bradley County wishing to check-out library materials or use computer resources should have a valid Cleveland Bradley County Public Library card or a Lee University Card that is in good standing; Fees less than \$1.00, no overdue material, an active library card that is not expired and with current address. Any regular patron from neighboring counties must apply for an out-of-county card (\$15/person per year) if they wish to checkout resources. A “computer use” guest card is available on a temporary basis for Tennessee residents who live outside a 50 mile radius of Bradley County and for out of state residents who are here on a temporary basis with a valid driver’s license or identification card.

Privacy Policy 3.22.2016

The Cleveland Bradley County Public Library (CBCPL) makes every effort to protect the privacy of library users. The library is guided by Tennessee State law regarding the privacy of patrons of the library Records. The code (TCA 10-8-102) reads as follows: *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 a library.*

CBCPL also adheres to the American Library Association Code of Ethics that states in Article III:

We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

Confidentiality of Library Records

CBCPL staff will not respond to any informal request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, email requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form, i.e. a court issued subpoena or search warrant.

Personally Identifiable Information

Circulation Records: CBCPL will collect only the information needed to contact Library users such as mailing address, email address, phone number, etc., to ensure the proper notification, lending, and return of Library materials and the collection of fines. Records will be retained for the shortest length of time necessary to facilitate Library operations. Patron material is circulated via the Library's automated system.

Individuals may submit their name, email address, postal address, telephone number or other identifying information in order to receive library services such as borrowing privilege. The Library does not sell, rent or otherwise distribute information to outside parties except for the recovery of materials.

Electronic reference questions submitted to the Library will be retained for no more than one (1) month. Questions are obtained only for the purpose of statistics and to assist with follow up queries from clients. The questions themselves and any personal information such as names, email addresses, telephone and fax numbers submitted with the questions are confidential and are treated as other library user information under provisions of the Confidentiality of Library Records policy above.

Searches of the online public access catalog (OPAC): The Library does not require personal information to use the OPAC. OPAC searches are conducted via the Library automation software. Once a search is completed, a patron may clear his own search history. The search history is also erased automatically whenever the web browser is closed. The software does not retain a copy of any search.

Electronic Databases and the Internet: A library card or guest pass for out of area visitors is required to use the library's desktop Public Access Computers. A library card in good standing is required to use the laptop computers and other electronic devices. When the patron logs off of a library desk top computer or laptop computer, the software erases all search history. Library patrons should be aware that the CBCPL and other Tennessee library organizations license commercial databases from a variety of vendors. The Library will make every effort to restrict electronic database vendors from collecting and using identifying personal information.

Interlibrary Loan Records: Patrons may borrow items not owned by the CBCPL from other libraries. CBCPL tracks items currently being borrowed through a database.

Teen Zone Area

Patrons of all ages are welcome to browse the books, magazines, and media in the Young Adult collection. However, the computers and seating areas in the Teen Zone are reserved for use by patrons between the ages of 10 and 18. Children under the age of 10 may use the computers in the Children's Library while accompanied by a parent or guardian.

Library Materials & Building

Library materials must be properly checked out before leaving the building. Defacing or destruction of any library materials or property is prohibited. Moving library furniture from where it is placed by library staff is not permitted. Trespassing in non-public areas, being in the Library without permission of an authorized Library employee before or after Library operating hours is prohibited.

Loaning of Your Library Card

The Cleveland Bradley County Public Library strongly discourages the practice of loaning your library card. It can be a costly habit. The owner of the loaned library card will ultimately be responsible for any lost, damaged, or overdue materials.

Fines

Library cards will be issued to all residents of Bradley County with proof of residency free of charge (2 proofs and picture ID). A replacement card will cost \$4.00.

All books and audiobooks will cost \$.25 each day they are overdue. All videos/DVDs will cost \$2.00 each day they are overdue. There is a maximum charge of \$10.00 per item for most material, except for DVD's and Video's, which have a \$12.00 maximum.

Patrons will be held responsible for damage to books, buildings and library grounds.

Long Overdue Materials and Collection Agency

Failure to return library materials constitutes a "Theft of property" under TCA 39-14-101 through 39-14-103. A library collection agency will be employed to recover long overdue materials, damaged materials, or overdue fines totaling \$25 or more.

Fees

Some materials in the Library require a deposit fee to check out. This deposit check will be cashed. When the materials are returned, the patron will receive payment for their deposit. It is important for the patron to keep receipt of their deposit for their refund.

Animals

Service animals are allowed in the building. All other animals are prohibited, unless the animal is a part of library programming.

Photocopying/Printing

Photocopy machines are available for public use in the Reference Department. All copies are \$.25 per copy. Black and white and color printing can be performed from the Computer Center. Black and white copies are \$.25 per copy and color is \$1.00 per copy.

Public Fax and Scanning Service

A Public Fax Service is available for a fee at the 2nd Non-Fiction Desk. Fax fees are as follows:

Call Description	Fee
<i>Local Call/Toll Free</i>	
First page	\$1.00
Each additional page	\$.50
<i>Long Distance</i>	
First page	\$1.50
Each additional page	\$.75
<i>International</i>	
First page	\$10.00
Each additional page	\$1.00
<i>Other Miscellaneous Charges</i>	
Receiving a fax, per page	\$.25
Cover sheet	\$.25
Scanning, per page	\$.25

Emergency Closing

It is the policy of the Cleveland Bradley County Public Library to recognize that inclement weather or other conditions may prevent the library from opening or may cause it to close early. The Library will close for weather related emergency conditions whenever the City of Cleveland and Bradley County Offices close during the weekdays. This will be announced on local radio and television stations.

Interlibrary Loan Policy

Through ILL, an interlibrary loan network, Cleveland Bradley County Public Library customers may borrow materials from other libraries across the country. If an item is available through Firefly, a statewide ILL delivery service, it is free to customers. If the item is not available through Firefly, upon customer approval, the ILL/Reference Department will try to borrow the item out-of-network. It takes about 2 weeks and there is a small charge per book for postage. Customers must pay any additional charges incurred with the loan if applicable. Sometimes there will be a shipping charge.

Gifts

The Library accepts gifts of materials, but reserves the right to evaluate and dispose of them in accordance with the criteria applied to purchased materials. Materials may be disposed of without notifying the donor if later examination indicates that the Library cannot use it.

Gifts of a more specific nature, such as works of art, furniture, equipment, special collections and real property, shall be referred to the Library Director for acceptance in consultation with the Library Board and Library Foundation.

Any gift accepted by the Library is subject to the following two conditions;

1. The Library retains unconditional ownership of the gift
2. The Library makes the final decision on the use of the gift or any disposition

Display of Works of Art, Artifacts & Collections

Requests to display materials should be filed on the appropriate form and referred to the librarian in charge, and shall be approved in writing by the Library Director and the Buildings & Grounds Committee before they are displayed.

Displays of this type will be confined to the first floor hallway, surrounding the restroom entrance and water fountain of the Jarnagin House. The Library does not assume responsibility for security or insurance of such displays. Owners are responsible for set-up and removal. No nails in the walls or moving of furniture are permitted.

Pamphlets

Due to limited display space, the library provides a small area for pamphlets and brochures directly related to services for the public, service organizations, or the Cleveland Bradley County Public Library.

Soliciting, Selling and Surveys

Soliciting, petitioning, interviewing, campaigning, survey-taking, canvassing or selling in the public areas of the Library is not allowed. (Exceptions may be made by the Library Director when the activity will benefit the Library). Patrons may not distribute or post any printed materials except through authorized Library procedures. Begging for money or other physical items is prohibited.

Main Library Meeting Room Space

The Cleveland Bradley County Public Library has several meeting rooms available to non-profit organizations. For policies related to the use of these rooms, please refer to the "Meeting Room Policy" document.

Craigmiles/Johnston House Meeting Room

The Cleveland Bradley County Public Library, as caretaker of the Craigmiles/Johnston House, is dedicated to a functional history branch and reading development center. Because of the library's focus and limited space. The parlor can be reserved for smaller meetings (up to 11) during the History Branch operating hours.

Computer Usage Policy

Approved by the Library Board on 11.28.2023

Introduction

This document constitutes a Library-wide policy for the management of the stand-alone computers and the Internet network that is owned and administered by the Cleveland Bradley County Public Library. The policy reflects the ethical principles of the Cleveland Bradley County Public Library and indicates; in general, what privileges and responsibilities are characteristic of the Library computing environment. Annually, the Library Board will review the Computer Usage Policy, which includes the Internet Safety Guidelines, in an open-to-the-public Library Board meeting, and will document the approval of the policy in the minutes of the meeting.

General Policies

Computers have become an integral part of many of the Library's activities. While the majority is now performed on individual computing resources, most communication systems either reside on central computers or use networks. When you have questions regarding the use of these resources, please ask for assistance at the Reference Desk.

Storage of Information/Headphones

Due to computer security, there is no permanent storage of personal information to the computers. Those wishing to save their information may purchase disks at the Reference Desk. If patrons would like to listen to audio content on the computer, s/he should bring headphones or purchase through the library. Charges for headphones are as listed below:

- Headphones \$1.50

Computer Resources

The Cleveland Bradley County Public Library offers several computer software programs available for patron use. Patrons may use the Internet, Microsoft Office Suite which includes: Word Processing, Excel Spreadsheet, Access Database, PowerPoint presentations and Publisher.

Responsibilities of Users

The patron is responsible for correct and sufficient use of the tools available for maintaining the security of information stored on each computer system. The following precautions are strongly recommended:

- The user should understand the level of protection each computer system automatically applies for files and supplement it, if necessary, for sensitive information.

- The computer users should be aware of computer viruses and other destructive computer programs, and take steps to avoid being a victim or unwitting distributor of the processes.

Ultimate responsibility for resolution of problems related to the invasion of the user's privacy or loss of data rests with the user. The Library assumes no liability for loss or damage to the user's data or for any damage or injury arising from the user's privacy.

Legal Use

The public and staff may only use computing resources for legal purposes. Examples of unacceptable purposes include, but are not limited to, the following:

- Harassment of other users
- Libeling or slandering other users
- Destruction of or damage to equipment, software, or data belonging to the Library or other users
- Destruction of or damage to equipment, software, or data belonging to the others outside the Library (hacking)
- Disruption or unauthorized monitoring of electronic communications
- Unauthorized copying of copyright-protected material

Ethical Use

Computing resources should be used in accordance with the ethical standards for the Library. Examples of unacceptable use (some of which may have legal consequences) include, but are not limited to, the following:

- Violation of computer system security
- Violation of software license
- Violation of network usage policies and regulations
- Violation of another user's privacy

Cooperative Use

Computing resource users can facilitate computing at the Library in many ways. The Library endorses the practice of cooperative computing. It includes:

- Refraining from overuse on connection time or information storage space
- Refraining from sounds or visuals which might be disruptive to others
- Refraining from encroachment upon others space while waiting for a requested resource
- Refraining from use of any computing resource in an irresponsible manner.

Sanctions

Violators of the Computer Usage Policy may lose Library privileges. Staff will be subject to normal disciplinary procedures as well. Violations of the policies described above for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving Library computing resources may be subject to prosecution by local, state or federal authorities.

Please Note: Child pornography is illegal and prosecutable. The police will be notified immediately of any individual browsing child porn sites.

Library Card Required

Library cards will be issued to all residents of Bradley County with proof of residency free of charge (2 proofs and picture ID). All residents of Bradley County wishing to use computer resources must have their own valid Cleveland Bradley County Public Library card or a Lee University Card that is in good standing (No fines or fees, no overdue material, an active library card that is not expired and with current address). Likewise, any regular patron from neighboring counties should apply for an out-of-county card (\$15/person per year). A guest card is available on a temporary basis for Tennessee residents who live outside a 50 mile radius of Bradley County and for out of state residents who are here on a temporary basis with a valid driver's license.

Time Limits for Computers

The Cleveland Bradley County Public Library utilizes computer management software to manage computer access. A valid Library card as described above is required to log onto computer resources. Once a library patron is logged-in, the computer management software implements time slots for that patron. The time-slots are as follows:

- Monday through Saturday: The initial time available is 2 hours. After the initial session, patrons can log-in for another 2 hours.
- Sundays: 4 hours, as described above.

NOTE: The non-use time will not begin until the patron utilizes all the 2 hours (120 minutes) of the initial log-in. If a patron is close to finishing a project and needs additional time, the Reference Department Staff, upon request, can extend the time-slot.

Printing

All legible copies that are printed, whether intentional or not, are \$.25 per page (or \$1.00 for color). This includes copies made from the Online Catalog, Internet, or Word Processing computers. If there is a question to the print quality, please inquire at the Reference Desk. An account must be set up before a patron can print a page.

Staff Assistance

Library staff will give basic instruction for the Internet and word processing programs, but cannot spend extensive time in completing the patron's work. Training classes on computer operation, Internet searching and word processing will be offered periodically. Any interested patron is encouraged to register for these classes.

Internet Safety Guidelines *Approved by the Library Board on 11.28.2023*

Introduction

The Library is pleased to offer public use of the Internet as part of the Library's mission of providing free and open access to materials and services to meet patrons' personal, educational, and professional needs. The Library's computer system provides the opportunity to integrate electronic resources from around the world with the Library's other resources.

The Library has no control over information on the Internet and cannot be held responsible for its content. The Library network is designed to support access to content, not personal communication or games. Using email, chat rooms, or divulging private information on Library computers is not encouraged and may be unsafe for patrons.

The Library adheres to the Children's Internet Protection Act (CIPA),
<https://www.fcc.gov/consumers/guides/childrens-internet-protection-act>

Computers in areas designated for use by children have restricted and filtered access to some adult content. Patrons are prohibited from viewing inappropriate content on the Internet in these areas. Minors may not use Library computers to send email, divulge personal information, participate in chat rooms, or use other forms of direct electronic communication in these areas unless a parent or guardian accompanies them.

The Library does not endorse the viewpoints expressed on the Internet or vouch for the accuracy of information obtained through the Internet. As with other materials in the Library's collections, any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. No personal information about library patrons will be released without authorization, but patrons are responsible for any personal information they release on the Internet.

No one may use Library computers for "hacking", or to gain unauthorized access to files, programs, or personal information whether stored locally or elsewhere. It is unacceptable to use the Library's computer system and Internet resources for any purpose that violates applicable U.S. or state laws, particularly Tennessee Code Annotated 39-17-911.

Staff who observe patrons violating laws are required to:

- Warn the patron s/he may be violating state laws and should use another Internet site.
- Tell patrons who, after being warned, continue to exhibit unlawful materials in the presence of minors to leave the Library premises. If the patron does not leave the premises, the police may be called and the customer charged with criminal trespass.

By federal law, the library is required to utilize an Internet filtering device or software. If you feel a website has been blocked wrongly, please follow the directions on the blocked screen. No library staff member decides what website will be blocked-it is an automatic process.

Responsibility

As with all Library resources, the Library affirms the right and responsibility of parents and legal guardians to determine and monitor their minor children's use of the Internet. Parents or legal guardians who believe that their children cannot responsibly use the Library's Internet access are requested to monitor their children's Internet use.

Internet resources accessible through the Library are provided to all users. Computers in the Children area are governed by the "Children's Area Use Policy" It is the responsibility of the parent or legal guardian to decide what resources are appropriate for their children.

Privacy and Confidentiality

The Library does not monitor an individual's use of any sites except for the length of use in order to ensure equal opportunity of access for everyone, or when materials displayed on the screen is not appropriate in a public environment and user responsibilities are violated.

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 laws.

Guidelines of Acceptable Use

Users must accept all U.S. copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet. The Library expressly disclaims any responsibility resulting from copyright infringement by a Library patron.

Downloading of images for files from the Internet to the computer's hard drive is strictly prohibited. Patrons may either bring in a floppy disk or purchase one from the Reference Desk. Unknown files will be purged from the system periodically.

- The Library will conform to all local, state and federal laws regarding minors' access to materials harmful to minors.
- All Internet users should avoid disclosing personal information over the Internet to preserve their own personal safety. Library Internet users are prohibited by law from disclosing, using to disseminate personal information regarding minors without written authorization of the parent or legal guardian of the minors involved.
- Engaging in any of the following activities is a violation of this policy: libeling or slandering of others; uploading a worm, virus, or other harmful form of programming or vandalism; participating in hacking activities or any form of unauthorized access to other computers, networks or information systems.
- In accordance with the Tennessee Code Title 39, Chapter 17, Part 9, sending, receiving or displaying text or graphics that may be reasonably construed as obscene by community standards are prohibited, regardless of age.
- Internet users are prohibited from using the Library computers to compromise the safety and security of minors when using email, chat rooms and other forms or 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 with a parent or legal guardian's permission.

Violations

The user's access to the Library's computer network and Internet is a privilege, not a right. Misuse of the Library computers will result in the loss of computer privileges, and possible criminal prosecution.

Virus Warning

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 a CD.

Email

Users can register for free email accounts such as Gmail or Yahoo.

Online Public Access Catalog

The Library's online catalogs have limited Internet access. They may be used to utilize the Tennessee Electronic Library (TEL) for additional resource information.

Other Library Online Resources

The Cleveland Bradley County Public Library subscribes to online resources and makes them available to residents of Bradley County, TN through its website at

<http://www.clevelandlibrary.org>.

Look for a link titled “Library Online Resources”. All resources are listed there and accessible with a valid Cleveland Bradley County Public Library card.

R.E.A.D.S.

Downloadable eBooks, eAudio-books, eMagazines, and streaming videos are available through the R.E.A.D.S. (Regional eBook and Audio-book Download System) website at <http://reads.lib.overdrive.com>.

Children's Area Computer Use and Device Policy:

7- 2012, updated 3.22.16

The computers in the children's area are to be used primarily by children. Adults may use the computers in the computer center upstairs. This policy has been established to govern computer use in the children's area. By accessing the library computer network by any means, library patrons agree to the terms of this policy. This policy applies to devices owned by library patrons as well as library owned devices. The Library assumes no responsibility for damage to or loss of data on patron's equipment or storage devices or for the disclosure of personal, private, or otherwise sensitive information through the use of public computers.

Rules of Use

1. Children 12 and under are permitted to use the computers in the Children's Area.
2. To use the computer, a child must present a current and valid library card with no fines or overdue material. This card may belong to the individual, the parent, legal guardian, or grandparent.
3. All children age 12 and under must be accompanied by a parent or legal guardian at all times while using the **Internet** in the Children's Area.
4. Each patron will have a one hour time block to use the computer for **games** and extended time, as computers are available, for **school work**.
5. Each patron must provide their own headphones or use headphones at the children's computers.
6. Patrons shall not access material that is obscene, child pornography, or harmful to minors.
7. Patrons should never disclose personal information, such as name, school, address, telephone number, credit card number, or social security number to strangers on the Internet.
8. The Internet computer equipment and software must be used as installed.
9. **Parents may use the computers in the Children's Library if they are accompanied by a child 10 years and under ONLY.**
10. All computers will be shut down **5** minutes before closing.

Laptops for In-Library Use 3.22.2016

Adult Cleveland Bradley County Public Library cardholders may checkout library laptops for use within the library.

- Patron must be at least 18 years of age or with a parent/legal guardian present.
- Patron must hold a valid library card and in good standing; patrons holding temporary cards cannot check out laptop computers.
- Patron must leave photo I.D. at the Information Desk while using a library laptop.
- Laptops may not leave the library. Removal of the laptop from the library building is considered theft.
- Laptops check out on a patron's card for no more than 180 minutes, after which time fines will be assessed. Laptops must be returned to the Information Desk at least 30 minutes prior to closing.
- The cardholder is liable for any and all damages incurred during their checkout. Fees will be assessed on an individual basis depending upon the cost of repair or replacement.
- Laptops will be available on a first- come, first- served basis; staff will not take reservations or keep waiting lists.
- Patron may not check out a laptop computer more than once per day.
- All patrons are responsible for any printing fees.
- Printing is available through our PrinterOn wireless printing.
- The Library's Internet Use Policy applies to use of in-house-use laptops.

Reader / eDevice Circulation Policy, Main Library 3.22.2016

Several eReaders, divided by genre, are available for checkout for adult Cleveland Bradley County Public Library cardholders.

Requirements:

- 18 years of age or older
- Live in Bradley County, Tennessee.
- Present a library card in good standing in accordance with existing Library policy.
- All fines and fees paid prior to checkout.
- Library account must be older than 30 days. Present a valid photo ID with current address and or proof of residency.

The eDevice:

- eReader / eDevice will be checked for functionality and accessories before check out and when returned.
- Patrons are not permitted to download items or change the eReader / eDevice's operating system.

Circulation Policy:

- Checkout limit is one (1) eReader / eDevice per account.
- eReader / eDevice may be borrowed for 3 weeks.
- eReader / eDevice may not be renewed.
- Overdue fines will be assessed at one dollar (\$1.00) per day up to the replacement cost of the eReader / eDevice and accessories.
- Maximum fine when returned \$10.00.
- eReader / eDevice must be returned to the Circulation Desk. **(not in the book drop)**

Patron Responsibilities:

- Sign the agreement form prior to check out and with each subsequent check out.
- EReader / eDevice must be picked up in person at the Main Library Circulation Desk and returned to the Circulation Desk.
- Agree to pay the replacement cost if the eReader / eDevice is lost or damaged.
- Agree to pay the replacement cost if the eReader / eDevice is returned in a book drop.

Replacement Fees:

- eReader / eDevice: cost of eDevice as noted in the item record.
- Accessories: case: \$20.00; USB power adapter \$10.00; USB cable \$5.00.
- Customers may replace lost eReader / eDevice or accessories with new unopened equipment of the same brand and model.
- Change the eReader / eDevice configuration: \$25.00.
- Return in the book drop: cost of the eReader / eDevice. Processing Fee: \$5.00.

eReader /eDevice User Agreement

User Agreement for Borrowing an eReader

Borrower must be 18 years old with a library card that is current and in good standing, do not owe fines or fees and agree to comply with the eReader / eDevice Circulation Policy.

I, _____, take full responsibility for the eReader I am checking out. I agree that if I fail to return, or if returned damaged or unusable or if the item(s) are lost, stolen, or broken, I will pay the replacement cost for the eReader, its protective case, its charging USB cable, its USB power adopter and any other assessor included with the eReader at the time I take possession.

I agree to pay overdue **fines of \$1.00 for each day** I fail to return the eReader after business hours on the due date. If the eReader / eDevice is more than 10 days overdue and I do not return it, I understand that I will be held responsible for the cost to replace the eReader / eDevice if I don't return the eReader / eDevice within 3 days of being notified.

I understand that the eReader must be returned to a library staff member at the Circulation Desk. The eReader / eDevice may not be returned in the outdoor or indoor drop boxes. If I return the eReader in a drop box, I will be charged the replacement cost of the eReader.

I agree to return all eReader equipment in the same order and condition as when received.

I agree that the eReader is in working order at the time I am checking it out.

User Initials _____

Patron Signature: _____

Date: _____

Patron Printed Name: _____

Staff Use:

Driver License Number: _____

Note marks on eReader / eDevice or accessories: _____

CheckOut List: staff initial on left

_____ eReader / eDevice brand _____

_____ case

_____ power adapter & cable

Barcode # 3208200 _____

Returned by _____

[Add name if reader is returned by someone other than the card holder]

Check In List: staff initial on left

_____ eReader / eDevice _____

_____ case

_____ power adapter & cable

Library Chromebooks, Hotspots and eBook Tablets Equipment Policies and Agreement

Rental Time Frame		Cost
*Chromebooks	7 Days	N/C (\$ 7.00 after 6/30/22)
Hotspots	7 Days	\$ 7.00
eBook Tablets	21 Days	N/C
<p style="text-align: center;"><i>**Note: There is no refund for early device return. A Chromebook, hotspot or tablet must be returned before another device may be picked-up.</i></p>		

***The Chromebooks are provided through the CARES grant.**

Library Chromebooks, HotSpots and eBook Tablets Loan Checklist...

Device specific information:

- ☐ **The Chromebooks only use Google Drive. *There is no Microsoft Office.*** Patron must have a Google account login.
- ☐ You may return the Chromebook earlier than the 7 day checkout. It can also be used in the library.
- ☐ No software programs can be downloaded on the Chromebook. Alteration of the Chromebook in any way could result in revocation of borrowing privileges for these devices. If a program is needed for school use, contact the IT department at robert@clevelandlibrary.org
- ☐ Do not delete or alter ebooks or titles on ebook tablets.

Patron Check Out Eligibility:

- ☐ Patron must hold a valid CBCPL card and be in good standing; Patrons holding computer or limited status cards cannot check out hotspots, laptop computers, or eBook tablets.
- ☐ Patron must be at least 18 years of age or with a parent/legal guardian present.
- ☐ Patron will have paid or be cleared of any CBCPL collection agency fees.
- ☐ Patron will have a valid Driver's License, or Identification Card (Passport, or Armed Services)
- ☐ Chromebooks and Hotspots can be checked out on a patron's card for no more than 7 days, after which time fines will be assessed. Ebook Tablets can be checked out for 21 days.
- ☐ Patron agrees to be responsible for all materials associated with the Library Chromebooks, HotSpots and Tablets and will pay for the loss or damage to the device/components including: 1) HotSpot Device; 2) Charger/Cord; 3) Case; 4) SIM Card

Patron Checkin:

- ☐ When returning devices, please return them to the circulation desk and give them directly to a staff member.

Charges and Damages:

- ☐ Fines are \$10 a day. If the items are not returned, charges are as follows: \$350.00 for Chromebooks; \$125 for hotspots; and \$50 for eBook tablets. At the time of billing (30 days late) for non-returned devices, a collection fee of \$10 will also be added. Fines are not refundable.
- ☐ Altering or damaging devices could result in not being allowed to further check out technology devices.
- ☐ Patron agrees to be responsible for all materials associated with the Library Chromebooks, HotSpots and Tablets and will pay for the loss or damage to the device/components including: 1) HotSpot Device; 2) Charger/Cord; 3) Case; 4) SIM Card
- ☐ The Patron is liable for any and all damages incurred during their checkout. Fees will be assessed on an individual basis depending upon the cost of repair or replacement.
- ☐ All Patrons are responsible for any printing fees.
- ☐ Reservations can be made 24 hours after return of the device.

THIS EQUIPMENT agreement is made at the time of checkout between the Patron and the Cleveland Bradley County Public Library.

The Cleveland Bradley County Public Library, in good faith, is providing these technology products. We expect the Patron, in good faith, to also uphold the agreement and return the devices in a prompt and considerate manner.

Payment must be made in full along with any fines being paid prior to taking possession of the Equipment.

Use. Patron shall use the Equipment in a safe and appropriate manner and shall comply with and conform to all national, state, municipal, and other laws, ordinances and regulations in any way relating to the possession, use or maintenance of the Equipment. Equipment use is limited to the continental United States.

Bankruptcy does not negate the responsibility of the patron to return library property. Fees may be waived upon return of library property. It must be returned in good condition.

Ownership. The Equipment is, and shall at all times be and remain, the sole and exclusive property of CBCPL; and the patron shall have no right, title or interest therein or thereto except as expressly set forth in this agreement.

Cleveland Bradley County Public Library

795 Church Street NE

Cleveland, TN 37311

Patron:

Please print the following information:

Name: _____

Library Card

Number: _____

Street Address: _____

City, State, Zip code: _____

Phone Number: _____

Email Address: _____

Assignment. Patron shall not loan this Equipment without the prior written consent of CBCPL.

Governing Law. This Agreement shall be construed and enforced according to the laws of the State of Tennessee.

The Patron's signature below means that said patron has read the policy and agrees to the terms contained therein.

Owner: _____ Cleveland Bradley County Public Library

Patron

Signature: _____

Date: _____

Patron received the policies and agreement page ____ Initials

Patron will abide by Library policy which prohibits pirating, illegal downloads or illegal purposes, viewing any pornography, etc. If not followed, privilege will be revoked.

Patron Initials



CLEVELAND BRADLEY COUNTY
Public Library

Patron Comment, Complaints, or Suggestions

Patron Comments and Suggestion Policy

The Cleveland Bradley County Public Library welcomes informal comments and suggestions from the public. In person/telephone comments and concerns, will receive immediate attention and acknowledgement by any staff member approached or called by a patron. Patrons wishing to make a formal comment, suggestion or complaint are asked to complete a *Patron Comment/Complaint Form* and include our name, address, phone number, situation, staff member involved (if any), and other important information. Any complaint that appears to involve professional judgment will immediately be referred to the Library Director or to the professional staff member on duty at the time. If no professional staff member is available, the information will be forwarded to the Library Director as soon as possible. All written correspondence or writing will be acknowledged in writing as soon as possible.

Patron Comments about the Collection

If the Library does not have an item that the patron wants, it may have been omitted for any number of reasons, e.g. because the subject was already well covered, because it received unfavorable reviews in the professional journals or because of budget limitations. Resources are available through Interlibrary Loan. Suggestions for purchase will be considered in accordance with the Cleveland Bradley County Public Library Collection Development Policy, which is available upon request.

If the Library owns an item the patron disapproves of, the comment will be forwarded to the immediate supervisor of the related department. The presence of an item in the collection does not signify an endorsement of that particular item. The Cleveland Bradley County Public Library subscribes to the American Library Association's Bill of Rights. If the patron is not satisfied that the item accords with the library's Collection Development Policy, the patron can complete a "Request for Consideration of Library Material" form. Completed forms will be referred to a materials reevaluation committee, which will review the patron's objections. The patron will be informed of the results of the evaluation.

If a complaint involves a child's use of materials that an adult considers improper, it is the parents' prerogative to determine what the child may or may not read.

The Library will not attempt to indicate the author's philosophy by using labels or other devices.

INTERNET PERMISSION FORM FOR MINORS

_____ has my permission to access the
Name of child

Cleveland Bradley County Public Library Internet computer system. I am aware that Internet sites may contain offensive or controversial material and I understand that the Library will not assume responsibility for monitoring or supervising a child's use of Internet resources. I understand that as a parent or legal guardian it is my responsibility to determine and regulate my child's Internet access.

Signature of Parent or Guardian

Date