

Cleveland Bradley County Public Library



Policies and Procedures Manual

Approved by Library Board: 11.25.25

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 without regard to race, religion, color, national origin, sex, age or disability. The Code of Conduct is not meant to restrict library use or to deny library services and facilities to people who need them. 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 can be found at the end of this manual.

Behavior

In the Library, many patrons must share common space and resources. Disruptive 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.

Appropriate Library Behavior

Your entrance to the 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 unruly, disorderly or aggressive behavior may include temporary or permanent suspension of library privileges. Law enforcement authorities will be promptly informed of any unlawful activity.

PLEASE observe the following

1. The Library is not responsible for lost or stolen items.
2. Keep all valuables and personal property with you at all times.
3. Children must be supervised by a parent or legal guardian at all times.
4. Follow Library computer policies.

5. Limit cell phone use to designated areas. Extended phone calls should be contained to the cafe, lobby or outside.

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

- Automobiles parked on library property when the driver is not using the library
- Bathing or shaving in public restrooms
- Destruction or theft of library materials or property
- Disruptive, unsafe or aggressive conduct
- Entry to non-public areas except by invitation or approval of library personnel
- Food or drink without lids
- Intentionally setting off the fire alarm
- Sexual activity or sexual harassment of staff and patrons in the library buildings and on library grounds
- Smoking and use of tobacco products, vaping, or e-cigarettes
- Sleeping
- Solicitation of any type
- Threatening, harassing, intimidating or abusive language or behavior
- Use or selling of alcohol or illegal drugs
- Weapons

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, library books or personal effects. Shirts, shoes and bottoms (skirts, pants or shorts) 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. 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 disturbing to others and is not allowed. Screaming, running, boisterous activity 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 does provide a location for bicycle parking. Locks can be checked out at the circulation desk with a library card and a bike seat or helmet.

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 allowed in the cafe area on the first floor of the Library (Exceptions for meetings may be made by the Library Director).

Personal Conduct

Patrons may not interfere with the staff as they perform their duties. Intimidation, staring or following of 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.

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. Law enforcement officers will be called if anyone refuses to leave after being asked to do so. 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. It is the parents' responsibility to evaluate these materials for their child's use. ***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 & Vulnerable Adults

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 patrons 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 caregiver while in the Library. If a vulnerable adult or child under the age of ten is attending a Library program or activity, the parent, guardian, or responsible caregiver must remain with their charge the entire time.

Responsible parties of vulnerable adults and patrons ten and older should not leave them unattended for the day at the Library. The Library closes at 9:00 p.m., 6:00 p.m., or 5:00 p.m., and patrons should be picked up no later than five minutes before closing time. Proper authorities will be notified concerning any child or vulnerable adult left after closing time.

Children and vulnerable adults must abide by the Library's behavior policies...i.e.: They 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 other patrons. Should this happen, the parent, guardian, or caregiver will be called. If we are unable to reach them, proper authorities will be notified to take custody of the child or vulnerable adult.

Ultimately, parents, guardians, and caregivers are responsible for the behavior of their children and vulnerable adults 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 ID that is in good standing (Fees less than \$1.00, no overdue material and with current contact information). Likewise, any regular patron from neighboring counties should apply for an out-of-county card (\$15/person per year). 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

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 (a court issued subpoena or search warrant) and/or under the provisions of the USA Patriot Act.

The USA Patriot Act

The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT ACT) became law on October 26, 2001. Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for Library records for investigations

relevant to national security or terrorism. Libraries or library staff served with these search warrants may not disclose, under the penalty of law, the existence of the warrants or the fact that records were produced as a result of the warrants.

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. The Library does not sell, rent or otherwise distribute information to outside parties except for the recovery of materials.

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 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 their 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 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 Public Access 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 13 and 17. ***(Please see the Teen Policy)***

Library Materials and Facilities

The Library encourages responsible access and use of library materials and facilities. All library material must be properly checked out before leaving the building. Defacing or destruction of any library materials or property is prohibited.

Pests

The Library works proactively to reduce risk to staff or patrons. The Library recognizes patrons and staff have responsibility to aid in controlling pest infestations in our community. Any pest sightings on library materials or furniture should be immediately reported to staff. Staff are responsible for inspecting materials routinely as they are returned to the Library. If a patron finds pests in library materials outside of the library, in the patron's possession, the patron should immediately place the library material in a plastic bag with a white sheet of paper and seal it as tightly as possible. Re-sealable "Ziploc" type bags are recommended and patrons are asked to seal the bag opening with tape to ensure secure closure. The patron should return the material to the Library in the sealed bag and notify staff of the problem when the material is returned. Patrons should not "self treat" material. Patrons are asked not to use book-drop for materials with live pests.

Facilities

Moving Library furniture from where it is placed by library staff is not permitted. Patrons may not personally monopolize library spaces (including entrance and walkways). Trespassing in nonpublic 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 and Fees

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 audio-books will cost \$0.10 each day they are overdue. All videos/DVDs will cost \$1.00 each day they are overdue. All library technology and attraction passes will cost \$10.00 each day they are overdue. There is a maximum charge of \$6.00 per item for most material, except for library technology and attraction passes, which have a \$50.00 maximum.

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

Material Type	Check Out Limit	Check Out Length	Renewal Limit*	Overdue Fine
Books	25 per card	21 days	2 renewals	\$0.10/day
CD-books	5 per card	21 days	2 renewals	\$0.10/day
Music CDs	7 per card	21 days	2 renewals	\$0.10/day

Parent Resource Center	5 per household	21 days	Non-renewable	\$0.10/day
DVD/Blu-rays	6 per household	7 days	1 renewal	\$1.00/day
New Fiction Books	7 per card	7 days	1 renewal	\$0.10/day
Attraction Passes	1 per Household	7 days	Non-renewable	\$10.00/day
Hotspots	1 per household	7 days	Non-renewable	\$10.00/day
Play-a-Ways	2 per card	21 days	1 renewal	\$0.10/day
Tablets	1 per household	7 days	Non-renewable	\$1.00/day
Video Games	2 per household	7 days	Non-renewable	\$1.00/day
Art Work	2 per household	90 days	Non-renewable	\$0.10/day
Bike Locks	1 per card	1 day	Only to be used while patron is in the library; Non-renewable	\$1.00/day

Interlibrary Loan Policy

Through ILL, an interlibrary loan network, Cleveland Bradley County Public Library patrons may borrow materials from and lend materials to other libraries across the country. It takes about 2 weeks and there may be a charge per book for postage. Patrons must pay any additional charges incurred with the loan if applicable. Sometimes there will be a shipping charge.

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 \$50 or more.

Bookmobile Renewal and Fines Policy

Overdue Fines and Other Fees

1. Bookmobile patrons will not be charged overdue fines for Books, DVDs, CD-books, Playaways, or Music CDs checked out to their accounts that are turned in late.

2. Bookmobile patrons will be charged overdue fines for Bookmobile hotspots checked out to their accounts that are turned in late. The fine will be \$10.00 per day going up to a maximum of \$50.00.
3. Bookmobile patrons will be charged a \$10.00 maintenance fee per checkout for Bookmobile hotspots.
4. Bookmobile patrons will be charged a \$4.00 replacement fee if they lose their library card and would like a new one. Their barcode will be updated to match the new card if they get a replacement.
 - a. The new barcode will affect patrons' checkout history and reserves on READS/Libby.
 - b. During the month of September, we do not charge for replacement cards as part of National Library Card Sign-Up Month.

Renewals

1. Automatic renewals can be made for Bookmobile patrons as seen fit by Bookmobile staff during unexpected circumstances (e.g. missed stops, inclement weather, family death or illness, etc.)
2. All Bookmobile patrons will receive an automatic renewal of their items upon the first overdue notice (15-day notice) of those items being due.
3. Automatic renewals cannot exceed the standard number of renewals for an item's material class (e.g. 2 renewals for books, 1 renewal for DVDs, etc.).
 - a. One automatic renewal over the standard limit can be given at the discretion of Bookmobile staff during unexpected circumstances (e.g. missed stops, inclement weather, family death or illness, etc.).
 - b. If the item's material class does not receive renewals (e.g. hotspots, parent resource center materials, etc.), the item will NOT be automatically renewed for Bookmobile patrons. Instead, the procedure outlined in Step 4 should be followed as though the maximum number of renewals has been reached.
4. Bookmobile patrons receiving an automatic renewal will still be contacted by phone or email to be made aware that they have items that were about to be due or overdue, how many renewals have been made, and how many renewals are remaining.
5. Once the maximum number of renewals has been reached, a "Retrieve Materials Request" letter will be sent to the patron if the items reach the first overdue (15-day) notice again. The patron will also be called and notified that if the items are not returned within the next 45 days, they will be marked lost and the patron will be charged for the cost of the items.
 - a. An exception to the above is made for Bookmobile hotspots. Bookmobile hotspots will be considered long overdue and marked lost if the item reaches the first overdue (15-day) notice as outlined in the Bookmobile Technology Agreement.

Long Overdue Items

1. If an item reaches the maximum number of renewals and goes through all 4 overdue notices, it is considered long overdue.
2. Bookmobile patrons with long overdue items will be called one final time as a courtesy to notify them that their items are about to be marked lost and ask if they can return them to the Bookmobile or the Main Branch.
3. Long overdue items that are not returned are marked lost, and the cost of the items is charged to the patron's account. The patron is not charged for the \$10 late fee or the \$5 reprocessing fee.

Lost Items

1. Bookmobile patrons with a lost item on their account will not be allowed to check out additional items until the lost item is returned or paid for.
2. Bookmobile patrons can pay for lost items in person at the Main Branch or over the phone by calling 423-472-2163, ext. 119 (Circulation Desk).
 - a. If a Bookmobile patron pays for a lost item, they will be notified that they have a 60-day grace period to find the lost item and receive a refund at the MAIN BRANCH. A note will be written in their account detailing which item they paid for, the cost of the item, and the day they paid.
3. If a Bookmobile patron returns a lost item within 120 days of it being marked lost and/or within 60 days of paying for the lost item AND the item is still in good condition, Bookmobile staff can accept the lost item.
 - a. If the lost item HAS NOT been paid for, the cost of the item can be removed from the patron's account after the item is checked in, and the patron can begin to check out items again.
 - i. An exception to the above is made for Bookmobile hotspots. If a lost Bookmobile hotspot is returned, the patron will still be charged the \$50.00 maximum overdue fine and \$10.00 collections fee as outlined in the Bookmobile Technology Agreement.
 - b. If the lost item HAS been paid for, the patron will need to take the item to the Main Branch to receive their refund. If the patron does not want to receive their refund, Bookmobile staff can check the item in and return it to the collection. If the item does not check in properly, it must be taken to the Main Branch for processing.
4. After 120 days of being marked lost and/or 60 days of being paid for, lost items will be removed from the library's system. After this point, the cost of the item cannot be removed from a patron's account or refunded even if the patron returns the item.

Damaged Items

1. If an item checked out by a Bookmobile patron is damaged beyond repair and it is determined that the damage is the fault of the patron, the patron will be charged for the cost of the item.
2. Bookmobile patrons with a damaged item on their account will not be allowed to check out additional items until the damaged item is paid for.
3. Bookmobile patrons can pay for damaged items in person at the Main Branch or over the phone by calling 423-472-2163, ext. 119 (Circulation Desk).

Payment Received on the Bookmobile

1. Transactions that take place on the Bookmobile will be limited to card replacement fees, hotspot maintenance fees, and hotspot overdue and collection fees. Payment for lost or damaged items must be made at the Main Branch or over the phone at 423-472-2163, ext. 119 (Circulation Desk).
2. Bookmobile staff will be supplied with a cash box and receipt book in order to keep and make change for payments on the Bookmobile. All payments on the Bookmobile will be cash only.
3. Payments and receipts from the cash box will be submitted to the Circulation Desk monthly for entry into the Circulation cash register.

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. Black and white and color printing can be performed from the Computer Center. Black and white copies are \$0.25 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. The receiving patron must be on-site before the outside party is given the fax number. 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	\$5.00
Each additional page	\$1.00

<i>Other Miscellaneous Charges</i>	
Receiving a fax, per page	\$0.25
Cover sheet	\$0.25
Scanning, per page	\$0.25

Donations

The Library accepts donations 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. Items will be accepted up to 30 minutes before closing. Appointments are not required.

Tax Receipts

Tax receipts are available for patrons to assign a value to their donated items that can then be deducted from their taxes. Tax receipts are only given out on request. Library representatives will not perform appraisals for the value of items donated.

Items that are NEVER accepted:

- Cassettes and VHS Tapes
- Lab Manuals and Textbooks
- National Geographic Magazines
- Reader's Digest Condensed Fiction
- Partial Sets of Media with Multiple Discs
- Pamphlets and Tracts
- Encyclopedias, Dictionaries and Thesauruses
- Law Books Older than 6 Months
- Magazines Older than 2 Years
- Damaged Items

Display of Works of Art, Artifacts & Collections

All parties interested in the exhibition of fine art and artifacts should complete and submit The Cleveland Bradley County Public Library Gallery Inquiry form located on our website. All submissions will be reviewed by the Gallery Curator and Library Director before they are displayed. A response will be processed and returned within 2 weeks.

All accepted submissions of fine art and historic artifacts will be exhibited in either of the Galleries in our main library building. The Library does not assume responsibility for security or insurance of such displays. Owners are responsible for set-up and removal.

Pamphlets and Advertisements

The library has a community bulletin board for events and services. Library Administration must approve material before it can be added to the bulletin board.

Please leave material at the Circulation desk, immediately to the left when entering the 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. This includes placing items on cars in Library parking lots. Requesting money or other physical items is prohibited.

Meeting Room Policy (See Appendix VIII)

The Cleveland Bradley County Public Library is operated by the City and County government. Meeting room space is primarily for library affiliated groups and nonprofit organizations and is provided and available on a *first come, first served basis* with no room charge. *Donations are always appreciated. Priority is given to library sponsored events. Prior to its first meeting*, an application must be completed by any group requesting to use the facility. The application is available online at www.clevelandlibrary.org. For more information, call the Library's administrative office at (423) 472-2163 extension 110.

Again, providing meeting room space for library sponsored events will take first priority with meeting space. The following guidelines and policies are an attempt to provide fair access to the meeting room space for non-profit groups. Permission to use library facilities does not constitute an endorsement of or agreement with a group's purpose, activities or views. The Director and the Board of Directors maintain the right to refuse any group from using the facility.

- Room available to the public: Cleveland Bradley Community Room, seating up to 90; the Flex Space Meeting Room, seating up to 20; the Hiwassee Room, seating up to 6; and the History Branch parlor, seating up to 10. Wi-Fi access is available for those scheduled to use rooms.
- Groups are responsible for their own room setup. If furniture is moved, please return to the original configuration.
- If the Hiwassee Room is not scheduled, it is available for "walk-ins" on a first-come, first-served basis. *An application must still be completed before use.* An application can be picked-up at the Non-Fiction Service Desk or can be completed online.

- Permanent reservations are not accepted (e.g. for the third Tuesday of every month) except for library-affiliated organizations. Non-library groups cannot schedule more than four months in advance.
- All meeting room space is available during regular library operating hours and must be vacated fifteen minutes prior to library closing.
- No private birthday parties, receptions, or private events are permitted.
- Food and non-alcoholic drinks (clear color preferred) can only be served in the Cleveland Bradley County Community Room. If drinks are being served to children, no open drink containers should be used. CLEAN UP IS REQUIRED. Charges may be incurred for any damages to the facility or for failure to clean-up the room.
- No dirty dishes or containers are to be left in the kitchen or tabled areas.
- Each group is responsible for its own clean-up supplies such as dish soap or paper towels.
- If the room is used for crafts, please use materials/supplies that will not stain carpet or upholstery.
- No tobacco use of any kind is permitted on premises. No alcohol use of any kind is permitted on premises.
- All personal property will be expected to be removed from the room after the meeting.
- No items shall be taped or tacked to walls.
- Meetings with the chief purpose of the displaying of items for the promotion of items or services for sale will not be permitted. Selling or advertising products or services of any kind is not permitted. Personal business ventures are not allowed without prior consent of the Library Director.
- Except for library-affiliated functions, no admission may be charged to the public attending such as classes, etc.
- Groups can bring in their own AV equipment or have the option to use the library's equipment.
- A library representative must be allowed to enter the room at any time as deemed necessary.

- Failure to abide by the rules may result in future denial of the group for future meetings. A fee for damages or failure to leave a meeting room in its original condition will be assessed.

Emergency Closing

It is the policy of the Cleveland Bradley County Public Library to recognize that on occasion, 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. The library may also close unexpectedly if there is a loss of power that stays off for at least 1 hour. Closings will be announced on local radio and television stations and/or the library's social media accounts.

Computer Usage Policy

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.

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. If patrons would like to listen to audio content on the computer, they should bring headphones or purchase through the library. Charge is as listed below:

- Headphones \$1.50

Computer Resources

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

Responsibilities of Users

The user 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 others
- Libeling or slandering others
- 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 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 computing resources use policy may lose Library privileges. 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 are required to use a computer. 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 a 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 \$0.25 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 in regards to the print quality, please inquire at the Reference Desk.

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

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 they 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 patron charged with criminal trespass.

By federal law, the library is required to utilize an Internet filtering device or software. 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 equitable access for everyone, or when materials displayed on the

screen are 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 or files from the Internet to the computer's hard drive is prohibited. Patrons may either bring in a flash drive or purchase one from the Reference Desk downloaded images or files from the library computers. Unknown files will be purged from the system nightly.

- 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 e-mail, 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 without 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 flash drive.

E-Mail

Users can register for free e-mail accounts such as Gmail or Yahoo.

Online Public Access Catalog

The Library's online catalogs have limited Internet access.

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 "CBCPL 24/7 Databases and Weblinks". 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.overdrive.com>.

Children's Area Computer Use Policy 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. Patrons shall not access material that is obscene, child pornography, or harmful to minors.
5. 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.
6. The Internet computer equipment and software must be used as installed.
7. **Parents may use the computers in the Children's Library "if" they are accompanied by a child 10 years and under ONLY.**
8. All computers will be shut down **15** minutes before closing.

Cleveland Bradley County Public Library Social Media Policy for Patrons

Purpose

Social media provides a valuable and timely way for the Cleveland Bradley County Public Library to disseminate information about library or library related news, events, projects, and services. It also serves to inspire conversation and expand the Library's connection with the community. The Cleveland Bradley County Public Library regards Social Media as equally important as any other venue for the dissemination of library information.

Definition of Social Media

Social media is defined as any web application, site, or account created and maintained by the Cleveland Bradley County Public Library, such as Facebook, Instagram, Twitter, Pinterest, etc. that is open to the public for viewing and commenting.

Usage Rules

The Cleveland Bradley County Public Library welcomes the comments, posts, and messages of the community and recognizes and respects differences in opinion. We are neutral on the topics covered on our social media pages and in the library. However, all comments, posts, and messages will be periodically reviewed and the Cleveland Bradley County Public Library reserves the right to, but is not required to, remove any comment, post, or message that it deems inappropriate or off-topic, that violates the library's code of conduct.

The Library is not liable for any content posted by any participant in a Library social media forum who is not a member of the Library's staff.

Complaints or negative comments should not be deleted, but should be engaged like any other patron complaint. Staff may move the discussion to a private venue such as chat or messaging.

Users should have no expectation of privacy in postings on Library sponsored social media sites; by using such sites, you consent to the Library's right to access, monitor, and read any postings on those sites.

Users must understand that social media is permanent, retrievable, and public.

Messages can potentially be read by anyone once posted, regardless of status on Friends, Follower, or Subscriber List. The Library recommends that users do not post their personal information or contact information on social media sites.

The Library reserves the right to reproduce comments, posts and messages in other public venues; such reproduction may be edited for space or content while retaining the original intent of the post.

Content containing any of the following will be removed from any Cleveland Bradley County Public Library social media forum:

- Obscene content, hate speech, profane or vulgar language or content;
- Personal attacks, insults, or threatening language;
- Content that degrades others on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- Sexual content or links to sexual content;
- Inappropriate photographs, including but not limited to: photos involving alcohol, nudity, and scenes of graphic violence;
- Private or personal information, including phone numbers and addresses, or requests for personal information;
- Content that reveals private, personal information without permission (doxing);
- Potentially libelous statements, or false information that causes harm to an individual or organization;
- Falsification of identity;
- Plagiarized material, or copyright, trademark, and intellectual property violations;
- Comments, links, or information unrelated to the purpose of the forum;
- Spam or other commercial, political, or religious messages unrelated to the Library or its social media postings;
- Any images, links, or other content that falls into the above categories;
- Posts in violation of laws or library policies;
- Duplicated posts by an individual user;
- Conduct or encouragement of illegal activity;
- Information that may tend to compromise the safety or security of the public or public systems;
- Solicitations for commerce or fundraising.

The Library reserves the right to ban or block users who have posted in violation of this policy.

In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate Federal and State Law.

The Library asks that individual user complaints be addressed directly to the Library Administration so they can be addressed quickly and specifically. Social Media is not the mechanism used by the Library to document or address Library user or staff problems and concerns, or influence Library policy, procedures, or programs.

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 Compliment, Suggestion or 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 Inter-Library Loan (ILL). 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.

CLEVELAND BRADLEY COUNTY PUBLIC LIBRARY MATERIAL SELECTION POLICY

I. Serving the Community

The Cleveland Bradley County Public Library receives its financial support from the City of Cleveland and Bradley County. In turn, the library undertakes as its primary responsibility to provide the best possible library service to meet the varied needs of the city and county residents.

In carrying out this responsibility, the Library Board will review and approve this policy annually. The library will select, organize, preserve and make freely and easily available to all people of the community print and non-print materials. These materials will be purchased within the limitations of space and budget.

II. Responsibility for Selection of Library Materials

The Library Board delegates to the Library Director the authority and responsibility for selection and management of all print, non-print and electronic materials, within the framework of this policy. Actual selection and management activities are shared among trained library staff who shall discharge this obligation consistent with this policy and established procedures. Selection presumes liberty of thought and intellectual freedom within the bounds of reason and law. A list of newly selected and purchased materials will be shared with the Library Board.

III. Censorship

The Library Board believes that censorship is a purely individual matter and declares that while anyone is free to reject for himself/herself books and materials of which s/he does not approve, s/he cannot exercise this right of censorship to restrict the same freedom of others. The Board has adopted the "Library Bill of Rights", "Freedom to Read", and "Freedom to View" statements of the American Library Association. (See Appendix III, IV, & V)

IV. The Collection

The Cleveland Bradley County Public Library collection of print items, eMaterials, and media provides a wide range of literary, cultural, educational, informational and recreational materials for people of all ages. Collections include popular and in-demand materials as well as special formats such as large print books, foreign language materials, test and study guides, financial, tax and business information, company and telephone directories, school and career information, consumer, health and medical information. In addition, the History Branch and Archives preserves and documents the history and genealogical information of Bradley County and East Tennessee.

The variety of formats collected:

- Print: books, documents, magazines, newspapers, pamphlets, manuscripts, and maps.
- Audiovisual Media: DVDs, CD Books, CD music, and Playaways (digital audio book).
- Electronic Media: databases, software, electronic books, downloadable audio books, videos and music, video games, and databases. The library also provides access to the Internet. Selected Internet sites are cataloged and linked to the Library's website.
- Other: multimedia kits, microforms, framed art prints, eReaders, laptops, tablets and hotspots.

V. Guidelines for Selection

The purpose of a selection policy is to guide librarians in the selection of a wide range of materials of current interest and/or permanent value, and to inform the public about the principles upon which selection is made. Its primary objective is to provide a framework for the selection of relevant materials that present diverse viewpoints, enabling citizens to make informed choices necessary in a democracy. Titles are not excluded on the basis of moral, racial, religious, or political prejudice.

General criteria for selecting library materials are listed below. An item need not meet all of the criteria in order to be acceptable.

- Relevance to community interests, requests, and needs
- Contemporary significance, popular interest or permanent value
- Attention to professional journal critics and reviewers
- Prominence, authority and/or competence of author, creator or publisher
- Timeliness of material
- Authenticity of regional or social setting
- Literary, artistic, historic or scientific merit
- Statement of challenging, original, or alternative point of view
- Relation to the existing collection and other materials on the subject
- Cost and availability of space
- Availability of material in other local libraries and through interlibrary loan
- Accessibility for multiple users of electronic formats
- Suitability of format of the material for library purposes

Selecting Fiction

In selecting fiction, the Library uses no arbitrary standard of literary quality. Books covering a varied range of topics, interests, tastes and reading levels are purchased. The Library will purchase works of current, popular and notable authors and best-sellers. The same standards apply to both the adult, young adult, and juvenile fiction collections.

Selecting Nonfiction

The following standards may be considered for purchase of nonfiction:

- Date of publication within the last three years
- Cost under \$50 for most items
- Hardbound bindings preferred
- Balance of points of view with existing collection
- Scope, organization and accuracy of content
- Readability
- Relevance of material to the community
- Timeliness of permanent value

Selecting Reference Material

The same standards used for nonfiction are generally used in selecting reference materials. It is expected that some Reference materials will cost more than nonfiction books.

Special Collections

Tennessee and Local Authors Collection: Library funds are used to help build a collection of books by Tennessee and local authors. The cataloging record for these titles indicates their special collection designation as well as their location.

Historical Branch Collection: The Library assumes responsibility for collecting and providing information about local history. In addition, a collection of resources for genealogical research is maintained. Separate guidelines for the development of this collection have been drafted. See Appendix VI.

Parent Resource Collection: The Library purchases materials designed to aid in general parenting, to promote healthy families, and provide supplements to educational curriculum for children and teens.

Audiovisual Media: Formats such as DVDs, CD Books, CD music, and Playaways are shelved in areas separate from the book collection. They are also subdivided by adult and juvenile and will likewise be shelved in either the Children's Library, Teen Zone, or the Adult Fiction area. CD Books and Playaways are selected by the same criteria that fiction and non-fiction books are selected. CD music and DVDs selection criteria may include: popular singers, famous actors or actresses, award winning work, work recently in the theater, or popular on TV series, current or past.

VI. Selection Tools

In an effort to develop a balanced collection, the staff will consider the available review tools and standard lists as well as recommendations and requests from library users. "Library Journal", "Booklist", and the "School Library Journal" will be the primary review sources. Popular magazine and newspaper reviews and the "New York Times" best-seller list will also be consulted.

VII. Serving Varied Clientele

The Library's first priority is to serve the informational and recreational reading needs of adults, young adults, and children. Books and programs which encourage reading among preschool and school-aged children will be provided and promoted. Materials providing a transition from children's reading to adult reading will be made available in the young adult section of the Library.

The collection is subdivided into sections for adults, young adults, and children, with the children's collection further subdivided by reading or age levels. A library card in good standing will provide adults, young adults, and children with access to the library's entire collection. The library staff will not restrict any borrower to any portion of the collection, unless materials are marked as non-circulating. Books and materials that contain sexual themes or content are reviewed by the public library independently for age-appropriateness and cataloged accordingly, which may override publisher recommendation. Parents are advised to guide their children in the selection of Library materials and are ultimately responsible for their choices.

Cooperation with the educational community is a basic aspect of public Library service. Responsibility for the provision of curriculum-related materials belongs properly to the schools, but the Library will provide materials which supplement and enrich the reference, research and recreational needs of students of all ages.

Large-print books and CD Books are provided to meet the needs of visually impaired persons. Selection of these materials is based on the same criteria as those used for other materials. The library will refer handicapped persons to the Tennessee Library for Accessible Books and Materials, which provides services for their special needs.

In an ongoing effort to promote adult literacy, the Library will provide a collection of high-interest low-level reading materials for functionally illiterate adults. These will include tutorial, recreational and resource materials.

The On-the-Go Bookmobile is a mobile collection of mostly juvenile picture books, easy reader books, and other children's literature, both fiction and non-fiction. The Bookmobile also contains a collection of young adult and adult fiction and non-fiction. The Bookmobile maintains a regular route of stops to daycares and pre-schools, adult assisted living facilities, and community locations in the Bradley County area. The Bookmobile can be scheduled for special events upon request.

VIII. Gifts of Books and Other Materials

The Library is grateful for gifts, and its collection has been greatly enriched by many donations. Books and materials received as gifts which meet the standards of selection may be added to the library at the discretion of the library staff. If gifts are not suitable or useful, they may be sold or given away. The Library Director is not authorized to accept gifts requiring special housing or handling. Gift materials are processed and added to the collection as the workflow of purchased materials allows.

Cash gifts given in memory or honor of an individual are accepted. The library staff will place a bookplate in a book or books purchased with funds donated. The donor may

suggest titles or topics to which their gift may be applied, but all selection decisions are made by the Library staff in accordance with this policy. For donations to the History Branch and Archives, please see Appendix VII.

IX. Withdrawal of Materials

The library maintains a weeding process in order to make the best use of space and to keep the collection current. Materials no longer of interest to the community, materials containing outdated information, and materials in poor physical condition are removed from the library by the librarian responsible for that portion of the Library. Withdrawn materials are disposed of in the most appropriate manner as determined by the Library Director. Items may be offered for public sale or given to other institutions.

X. Suggestions for Additions to the Collection

To assure the acquisition of resources desired by Library users, customer suggestions are always considered for addition to the collection. All suggestions for purchase are subject to the same selection criteria as other materials and are not automatically added to the collection. Patrons can request that specific items be purchased by filling out a Material Request form which can be found in Appendix II.

XI. Requests for Reconsideration

The request of a patron wishing to have material removed from the Library must be submitted in writing on a "Request for Reconsideration" form. Such requests will be reviewed by a committee of library selection staff and library board members according to the Library's policies. Anonymous complaints submitted by any other means are not honored. No action will be taken to remove or restrict access to any materials until a final decision has been made by the Library Board. The "Request for Reconsideration" form can be found in Appendix I of this policy.

Appendix I

Cleveland Bradley County Public Library Request for Reconsideration of Library Materials The Library Board of the Cleveland Bradley County Public Library has established a material selection policy and a procedure for gathering input about particular items. Completion of this form is the first step in that process. If you wish to request reconsideration of a resource, please return the completed form to the Library Director.

Request initiated by (your name): _____
Library card number: _____ Phone: _____
Address: _____
City: _____ State: _____ Zip: _____
Email: _____

Do you represent: yourself an organization/group (name): _____

Title: _____

Author: _____ Publisher: _____

This is a: book magazine recording DVD other: _____

1. Have you read the Cleveland Bradley County Public Library Material Selection Policy? yes no

2. To what in the work do you object (please be specific; cite page numbers):

3. Did you read/view/listen to the entire work? yes no If not, which parts have you read/viewed/listened to?

4. Are you aware of any reviews of this work by literary critics?

5. In its place, what work would you recommend that would convey a similar perspective of the subject treated?

6. What would you like the Library to do about this work?

Signature _____ Date _____

Staff use only:

Date received: _____ Staff initial: _____ Date Director received: _____ Director initial: _____

BOOKCHALLENGECHECKLIST

Date _____ Complainant's Name _____

Author _____

Title _____

Publisher _____ Date of Publication _____

L.A.D. _____ # Copies _____ # Circs _____

All Copies Removed From Circ for Review _____ yes _____ no

Reviews Requested _____ yes _____ no

Reviews at CPL _____ yes _____ no

Reviews Received:	Recommended	Not Recommended	Marginal
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Awards, Honors, Recommendations:

CBCPL Reviewer Comments:

Library Board Review and Comments:

- _____ Returned to Collection
- _____ Withdrawn
- _____ Patron complaint acknowledgment sent
- _____ Patron informed of decision

Appendix II

CBCPL Request Slip

Date: _____

Title AND Author: _____

Please circle age AND item type: Children's Teen Adult

Book CD-Book Music CD DVD Blu-ray

Video Game Other

Desired Language: _____

Patron Name AND Library Card: _____

Phone or Email: _____

Staff Initials: _____ Please include as much info as possible.

Formulario de solicitud de CBCPL

Por favor, incluya la mayor cantidad de información posible.

Fecha: _____

Título y Autor: _____

Por favor, marque la edad y el tipo de artículo: Infantil Adolescente Adulto

Libro CD-libro Música CD DVD Blu-ray

Videojuego Otro

Idioma deseado: _____

Nombre del usuario y tarjeta de la biblioteca: _____

Teléfono o correo electrónico: _____

Iniciales del personal: _____

Appendix III

Library Bill of Rights

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

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

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

Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Appendix IV

The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Appendix V

Freedom to View Statement

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expressions. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Appendix VI

The History Branch and Archives

Mission Statement

The History Branch and Archives is dedicated to collecting and preserving materials relevant to the history of Bradley County and the Ocoee Region. Special emphasis is placed on providing historical and genealogical researchers with reference assistance to this specialized collection, accurate reference sources, and access to Bradley County's earliest extant records.

The preferred materials format is print, but significant microfilm, photographs and vertical file items will be added as space permits. Materials may include, but are not limited to, general histories, photographic histories, school annuals, publications of local businesses, schools, churches, or other organizations, maps, databases, genealogies of area families and compilations of local records. Preference is given to indexed materials. Objects are not collected, with the exception of objects directly related to the Craigmiles-Johnston House.

Collecting priorities by subject area (in order of priority):

1. Ocoee Region. This includes Cherokee history, Cleveland and Bradley County.
2. Contiguous counties.
3. Tennessee statewide
4. National materials which include the Ocoee Region, the Cherokee, Cleveland, or Bradley County.
5. Other Tennessee Counties
6. Contiguous states
7. Computerized databases and/or cd-rom products.
8. Electronic access
9. Basic research guides

Appendix VII
CERTIFICATE OF GIFT

Name(s) of Donor(s)

Address

Description of gift:

I (we) being the sole legal owner(s) of the property described above hereby give the Cleveland Bradley County Public Library, for its use and benefit without restriction as to its use or disposition, the property described above. In addition, I (we) give all copyright and associated rights I (we) have. To the best of my (our) knowledge I (we) have good and complete right, title and interest (including all transferred copyright, trademark and related interests) to give. I (we) have no objections to our names appearing as donor(s) in connection with this gift in library records, publications and other descriptions.

Date _____

Signature _____

Signature _____

Signature _____

Appendix VIII

EQUIPMENT FOR THE USE OF PUBLIC MEETING ROOMS

Cleveland Bradley Community Room Seats 90 <i>Equipment available:</i> Projection Screen Sound System Podium DVD LED Projector	Flex Space Seats 20 <i>Equipment available:</i> Podium Smart TV	Hiwassee Room Seats 6 <i>Equipment available:</i> None	History Branch Parlor Seats 10 <i>Equipment available:</i> None
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- **Set-Up:** All furniture in meeting spaces should be returned to the place they were upon arrival.
- **Food Service:** There is no additional fee if food and drink is to be served in the meeting rooms. However, charges may be incurred for any damages incurred to the facility or for failure to clean-up the room.
- **Cancellations:** If the Library is closed in case of inclement weather or any other unusual circumstance, a meeting may be rescheduled. The Library should be notified of any canceled meetings as soon as possible.

Cleveland Bradley Community Room: <input type="checkbox"/> Wireless handheld microphone <input type="checkbox"/> Wireless lapel microphone <input type="checkbox"/> Ceiling mounted LED projector <input type="checkbox"/> DVD Player	Flex Space Meeting Room: <input type="checkbox"/> Smart TV <input type="checkbox"/> Smart TV Controls	Furniture Available: Cleveland Bradley Community Room: 6 ft. rectangle tables (16 available) x _____ 60 "round tables (8 available) x _____
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I accept that I will be responsible for any damages to furniture or equipment while it is under my custody. In the event of equipment malfunction, I will notify Library personnel. However, I understand that the library does not have media staff to instruct in the correct use of equipment. Instruction sheets have been provided to assist in proper hookups. I understand the alternative hookup arrangements may not yield proper results and may damage the equipment for which I will be held responsible.

LIBRARY MEETING ROOM APPLICATION

Organization name _____

Mailing address _____

City _____ State _____ Zip code _____

Contact Person _____

Phone _____ E-mail _____

Alternative contact _____

Phone _____ E-mail _____

Meeting topic _____

Expected number of attendees _____ Will food and/or beverage be served yes no

Single use: Meeting date _____ Start time* _____ End time* _____

Multiple uses: Meeting date(s) _____ Start time* _____ End time* _____

* Meetings may be scheduled during the library's open hours only. Meetings must adjourn at least 15 minutes before the library's scheduled closing time.

Room Requested:

Cleveland Bradley Community Room (90 seats; Standard Arrangement: Speaker/Audience setup; room has 8 rectangle and 8 round tables)

Flex Space (22 seats; Arrangement: Conference table setup)

Hiwassee Room (6 seats; Arrangement: Small conference table setup)

History Branch Parlor (10 seats; Arrangement: Small conference table setup)

As an authorized adult representative of the above organization, I hereby apply for the use of the meeting room as indicated above. I have read the policies and rules governing the use of the meeting room facilities and agree that they will be carefully observed. If a meeting is cancelled, I agree to notify the library as far in advance as possible.

Signed _____ Date _____

Location _____

Please note: Meeting room reservations are not confirmed until this completed form has been reviewed and approved by designated library personnel (Administrative Assistant or Library Director).

Appeal process: Groups or individuals who are denied use of a library meeting room may appeal in writing to the Library Director. Mailing address: **Cleveland Bradley County Public Library, ATTN: Jill Barnett, 795 Church Street NE, Cleveland, TN 37311** E-mail address: director@clevelandlibrary.org or jbarnett@clevelandlibrary.org

FOR LIBRARY USE ONLY Application approved Application denied

Reason for denial:

Signed _____ Title _____

Date _____

Appendix IX

CBCPL Chromebook and Hotspot Equipment Policies and Agreement

Rental Time Frame		Cost
**Chromebooks	7 Days	\$ 7.00
*Hotspots	7 Days	\$ 7.00

*Note: There is no refund for early device return.
Multiple chromebooks and hotspots cannot be checked out at one time. One technology device can be checked out per household.*

Patron Check Out Eligibility (verified by staff):

- Patron must be at least 18 years of age.
- Patron must have a valid driver's license or identification card (state ID, passport, or armed services).
- Patron must hold a valid CBCPL card that has been in good standing (no fines or fees) for 3 months.
- Patron must show a history of checking out and returning items for at least 6 months with at least one checkout in the past 3 months.
- Patrons who have a history of losing or damaging library materials (more than 3 items lost and/or damaged) cannot check out hotspots or chromebooks.
- Patrons holding computer or limited status cards cannot check out hotspots or chromebooks.
- Patron must have a working email and phone number. The email and phone will be tested before the technology item is checked out.

Device-Specific Information (checked by patron):

- Chromebooks only use Google Drive. There is no Microsoft Office. Patron must verify their email address with a Google account to check out.
- No software programs can be downloaded on the chromebooks. Alteration of the chromebooks in any way will 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.
- Chromebooks can be used inside the library or from home. Chromebook use inside the library is still subject to the \$7.00 charge, and refunds are not provided for early device return.

- Hotspots are provided under the T-Mobile network. The public library cannot guarantee wi-fi access will be available in all areas of Bradley County or outside of Bradley County with the mobile hotspot devices. Refunds are not provided for days when the hotspot is in a dead zone or for early device return.

Regulations for Use (checked by patron):

- Patron shall use chromebooks and hotspots 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 these devices.
- Chromebook and hotspot use is limited to the continental United States.

Charges and Damages (checked by patron):

- Chromebooks and hotspots will be checked out on a patron's card for 7 days at \$1.00 per day. Payment must be made in full along with any fines being paid prior to taking possession of the equipment.
- Overdue fines are \$10.00 a day, going up to a maximum of \$50.00. If the items are not returned, charges are as follows: \$350.00 for Chromebooks and \$125.00 for hotspots. At the time of billing (15 days late) for non-returned devices, a collection fee of \$10.00 will also be added. If the device is returned and has not been paid for, the \$50.00 late fee and \$10.00 collection fee will still be charged. Bankruptcy does not negate the responsibility of the patron to return library property.
- Patron agrees to be responsible for all materials associated with the CBCPL chromebooks and hotspots and will pay for loss or damage to any of the components including but not limited to: 1) the device, 2) the charger and cord, 3) the case, and 4) the SIM card. If partial damage or loss is incurred, fees will be assessed depending on the cost of repair or replacement.
- Altering or damaging devices will result in not being allowed to further check out technology devices, even after the damages are paid.
- Losing technology devices will result in not being allowed to further check out technology devices, even if the lost device is returned.
- Losing or damaging more than 3 other library materials will result in not being allowed to further check out technology devices, even if the damaged/lost materials are paid for/returned.
- Patrons who return technology devices late 3 times will not be able to check out technology devices again until they have re-established a checkout history of other items in good standing with the public library.

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 devices. We expect the Patron, in good faith, to also uphold the agreement and return the devices in a prompt and considerate manner.

This 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. 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.

Owner: Cleveland Bradley County Public Library

Patron

Signature: _____

Date: _____