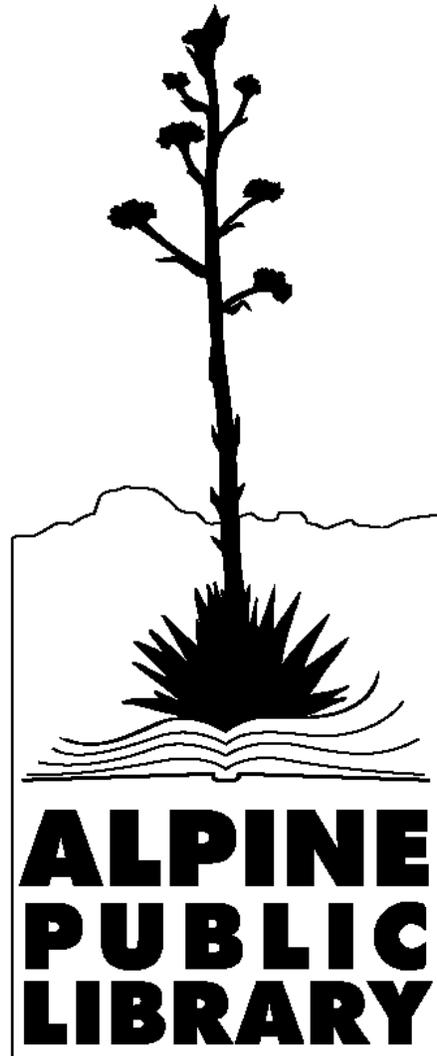


# LIBRARY POLICIES AND PROCEDURES



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## Contents

MISSION and VISION STATEMENTS.....	5
LIBRARY OBJECTIVES .....	5
MARATHON BRANCH.....	5
HOURS OF OPERATION .....	5
2. Access to Library Services .....	6
Public Participation in Library Decision Making.....	6
Patron Registration .....	6
Renewal.....	6
Replacement Fees.....	6
Minors .....	7
Confidentiality of Patron Records .....	7
Materials Checkout.....	7
Books, Audio Materials.....	7
Video Material.....	8
Library-Use-Only Materials.....	8
Children .....	8
Book Drop.....	8
Lost Materials.....	8
Revocation of Library Privileges .....	8
Fees for Services.....	9
Fines and Recovery of Overdue Materials.....	9
Interlibrary Loan .....	9
Protection of Copyright.....	10
Public-access Computer Use .....	10
User Agreements .....	10
Copyright .....	11
Personal Files and Software.....	11
Internet.....	11
Obscene or Pornographic Internet Sites.....	12
Copyright .....	12
Children.....	12

Shredding of Documents Related to Use of Public-access Computers .....	13
3. Collection Development.....	13
Selection of Materials.....	13
Materials in Languages Other Than English.....	14
Gifts and Donations .....	14
Monetary Gifts .....	14
Other Donations .....	14
Withdrawal of Materials.....	15
Request for Reconsideration of Materials.....	15
4. Library Programs .....	16
5. Reference, Information, and Fee Services .....	16
Reference and Information Services .....	16
Photocopying.....	17
Internet Use .....	17
6. Use of Library Facilities .....	17
Americans with Disabilities Act.....	17
Library Facilities and Grounds.....	17
Distribution of Free Materials.....	18
Religious Programming and Decorations.....	18
7. Patron Conduct.....	18
Disruptive Behavior .....	18
Personal Devices.....	19
Children.....	19
Harassment and Lewd Behavior .....	19
Patron Use of Library Supplies .....	19
Theft of Materials .....	20
8. Financial and Accounting Policy and Procedures .....	20
Reserve Fund.....	20
Cash Disbursements.....	20
Cash Receipts .....	20
Accounts with Financial Institutions.....	20
Inventory Control.....	21
Product (Collections) .....	21
Fixed Assets.....	21

Payroll.....	21
Purchasing.....	21
Investment Policy.....	21
Protection of Library business Data & Records from Loss.....	21
Appendixes.....	23
Appendix C: American Library Association Code of Ethics.....	23
Appendix D: Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) Code of Ethics.....	24
Appendix E: Texas Library Association Policy on Confidentiality of Library Records.....	25
Appendix F: U.S. Patriot Act Search Warrant Procedures (For Library Staff Members).....	26
Appendix G: American Library Association Library Bill of Rights.....	27
Appendix I: Public-access Computer User Agreements.....	31
Appendix K: Request for Reconsideration of Materials.....	36
Appendix L: Access to Electronic Information, Services, and Networks: An Interpretation of the Library Bill of Rights.....	38
Appendix M: Fair Use of Copyrighted Materials.....	40
Appendix O: Free Access to Libraries for Minors: An Interpretation of the Library Bill of Rights.....	46
Appendix P: Gift Acceptance Policy.....	47
Appendix Q: Alpine Public Library Gift Form.....	50
Appendix R: Records Retention Policy.....	51

## MISSION and VISION STATEMENTS

**Mission:** The Alpine Public Library connects our diverse and geographically remote communities with information resources to encourage literacy and promote lifelong learning.

**Vision:** The Alpine Public Library envisions a future in which individuals and families are engaged, lifelong learners.

## LIBRARY OBJECTIVES

- Promote enlightened citizenship
- Enrich personal lives
- Encourage continuous self-education
- Seek to identify community needs
- Assume a leadership role in the community
- Support the American Library Association's Library Bill of Rights and Freedom to Read statement (see appendixes)
- Assemble, preserve, and administer books and related materials
- Serve the community as a center of reliable information
- Provide free service to every resident of the community
- Serve as a multipurpose resource center for the community

## MARATHON BRANCH

The Marathon library is a branch of the Alpine Public Library. As such, all policies and procedures set out in this manual apply equally to it. In special cases in which a policy or procedure set out in this manual is inappropriate for the Marathon Branch, the executive director will determine a course of action.

## HOURS OF OPERATION

**Policy:** The Alpine Public Library will be open a minimum of forty hours each week. The executive director will determine days and daily hours of operation. The Alpine Public Library will close on holidays established by Brewster County and other times deemed necessary by the executive director. Except in case of emergencies, notice of closings will be posted in the library one week in advance and may be reported to the local news media.

**Procedure:** Regularly scheduled hours of operation will be established to best meet the needs of library users within the library's financial ability to provide service and will be evaluated by the executive director and the Board of Directors during each budgetary cycle.

## 2. Access to Library Services

### Public Participation in Library Decision Making

**Policy:** The Alpine Public Library welcomes citizens at any open meeting of the Board of Directors either to observe or to present information and concerns. Telephone calls, letters, e-mails, and visits to the executive director are encouraged, and the director will maintain an open-door policy. Appointments with the executive director are encouraged, but not required.

**Procedure:** Any member of the public who wishes to speak to the board is asked to (1) contact the executive director to consider the issue and coordinate with the board of directors, if necessary, (2) indicate group affiliation (if speaking on behalf of anyone other than self), and (3) limit comments to the time allotted on the official meeting agenda by the board president. Library administration and the board welcome written documentation to support or restate information and concerns, but written documents are not required. If written documents are to be presented, they should be given to the executive director twenty-four hours prior to the scheduled meeting at which they will be discussed.

When public information-gathering forums are planned by the Board of Directors, care will be taken to schedule forums at times that are convenient to potential participants. If necessary, several forums may be scheduled to allow maximum input into library-service decisions.

The executive director or appropriate staff members will respond to inquiries within five (5) workdays.

### Patron Registration

**Policy:** Library borrowing privileges are available at no charge to residents of Brewster County. Out of town cards may be issued for six months for a fee determined by the director. Identification and verification of local mailing address are required to obtain a library card. Library cards are nontransferable. Each member of a family must have his or her own library card. Cards are not mailed, but must be picked up in person by the cardholder. Texas residents may present a valid TexShare borrower card to gain APL membership and borrow materials for free.

#### **Procedure**

**Identification:** Identification can be established with a current driver's license, a school identification card, or other valid picture identification issued by a governmental agency. If no valid picture identification is available, the executive director or an employee designated by the executive director may accept other reasonable forms of identification to establish identity.

**Residence:** Residence can be verified by a current driver's license; valid picture identification issued by a governmental agency; a personalized, printed check; a current utility bill; a tax receipt; a voter registration card; or other items approved on an ad hoc basis by the executive director.

### Renewal

**Procedure:** Borrower's cards are updated each year at no charge with proof of identification and residence. They have no expiration date.

### Replacement Fees

**Procedure:** Borrower card replacement fees are set annually by the executive director, in consultation with the Board of Directors.

## **Minors**

**Policy:** A parent or guardian must assume responsibility for materials borrowed by a person under sixteen years of age. A child registration must be accompanied by a parent registration.

**Procedure:** An adult parent or guardian's identification is required for registration of a minor. Their accounts are linked in the computer. By accepting a card, the parent assumes responsibility for materials checked out on their children's cards.

## **Confidentiality of Patron Records**

**Policy:** All information provided during registration is protected by rules and laws pertaining to confidentiality of records and privacy. Non-individual demographic information may be gathered to help plan library services, but this information is not disclosed unless required by law (see "Texas Library Association Policy on Confidentiality of Library Records" and "U.S. Patriot Act Search Warrant Procedures" appendixes).

The U.S. Patriot Act of 2001 (P.L. 107-56) supersedes state law and expands the federal government's authority for access to library records and documents to protect against international terrorism and clandestine intelligence activities. It also expands federal law enforcement's authorization to track telephone and electronic communication, including any dialing, routing, addressing, or signaling information and the actual content of the communication. Under the Patriot Act, national search warrants (also known as "single jurisdiction search warrants") are authorized, which complicates verification and greatly increases the reach of a single warrant. If foreign intelligence is involved, the threshold is much lower: there need only be probable cause that the target is a foreign agent. *This law prohibits library workers from informing customers that federal agents have obtained their records* (see "U.S. Patriot Act Search Warrant Procedures" appendix).

Nothing in this policy shall prevent authorized library personnel from using library records in the administration of their regular duties. The Alpine Public Library has endorsed the recommendations of the "Texas Library Association's Policy on Confidentiality of Library Records" (see appendix) and will conform to the procedures outlined in "U.S. Patriot Act Search Warrant Procedures" (see appendix).

**Procedure:** Library staff will follow the procedures outlined in the policy listed in the preceding paragraph. An individual's circulation information will be purged 24 hours after materials are returned.

## **Materials Checkout**

### **Books, Audio Materials**

**Policy:** All books (except those designated "Library use only") and audio materials may be checked out for thirty days. They may be renewed by phone, mail, or in person if there is no waiting list for the material. No more than ten books or audio materials may be checked out at one time on a single library card. A patron who has overdue materials may continue to check out materials in any format if the balance does not exceed an amount determined by the library director.

**Procedure:** A per-day fine or other assessment determined by the executive director, in consultation with the Board of Directors, at the beginning of each year may be assessed on all overdue books and audio materials

## **E-Readers**

**Policy:** E-readers may be checked out for fourteen days. They may not be renewed, but may be rechecked out in person. Patrons must sign a user agreement to check out e-readers.

**Procedure:** A daily fine determined each year by the executive director, in consultation with the Board of Directors, may be assessed on all overdue video material, or video material that have been returned in the book drop, or other infractions particular to video material.

### **Video Material**

**Policy:** Video material may be checked out for seven (7) days. Each family is limited to four video items per visit. Multivolume sets are treated as a single item. A patron who has overdue video material will not be allowed to check out more materials in any format until assessments, if any, are paid or alternative arrangements have been made with the executive director or a designated staff member.

**Procedure:** A daily fine determined each year by the executive director, in consultation with the Board of Directors, may be assessed on all overdue or damaged video material.

### **Library-Use-Only Materials**

**Policy:** Reference materials, vertical file materials, rare books, current issues of periodicals, and any other materials marked "Library use only" may not be checked out unless arrangements are made with the executive director.

### **Children**

**Policy:** Parents or legal guardians who wish to limit or restrict their children's access to materials should personally oversee their children's selections. Because parents are responsible for their children's access to materials, the library staff will not attempt to limit or supervise the selections of the children who borrow materials from the library.

### **Book Drop**

**Policy:** A book drop is available for patrons' convenience when returning materials after hours. Audiovisual materials may not be returned in the drop box.

**Procedure:** Patrons returning damaged audiovisual materials in the drop box may be assessed a fine determined each year by the executive director, in consultation with the Board of Directors.

### **Lost Materials**

**Policy:** Patrons are responsible for replacing lost or damaged materials.

**Procedure:** Charges for lost or damaged materials will be determined by the executive director and will be based on replacement cost and labor cost to process. The executive director may, at his or her discretion, make alternative arrangements with patrons for payment of these charges. Used materials will not be accepted as replacement for lost or damaged items.

### **Revocation of Library Privileges**

**Policy:** Patron privileges may be revoked for reasons including, but not limited to, the following: failure to return library materials or make restitution; failure to pay library fines, if any have been assessed; failure to adhere to the

library's behavior code (see the chapter "Patron Conduct" elsewhere in this manual); unacceptable use of public-access computers (see "Public-access Computer Use" section elsewhere in this manual); and unacceptable use of library facilities (see the chapter "Use of Library Facilities" elsewhere in this manual). Privileges may be restored at the executive director's discretion.

### **Fees for Services**

**Policy:** Because there are limits on what the Alpine Public Library can provide with budgeted funds, the Board of Directors has determined that some services will be provided on a cost-recovery basis, with the costs of these services passed on to the user. Fees are established when the service clearly benefits an individual user or requires exceptional staff time to provide (e.g., printouts from library computers). Fees may also be established for supplemental services that are not within the scope of the library's basic mission or to enhance a service that is provided as an alternative to an existing free service (e.g., postage for notification of reserved materials or sending or receiving of faxes or photocopies, or provision of printer paper).

**Procedure:** Fees may be reviewed annually and will be posted prominently in the library.

### **Fines and Recovery of Overdue Materials**

**Policy:** The Alpine Public Library will establish regulations for the loan of materials, including circulation periods and renewal processes. Fines for late return may be set at the executive director's discretion. The Alpine Public Library will attempt to recover overdue materials and will notify patrons of unpaid fines and fees according to procedures established by the Board of Directors and the executive director.

The Board of Directors believes that the person who chooses to keep materials past the due date or who refuses to settle unpaid fines or fees compromises, to some extent, his or her right to privacy. The Alpine Public Library will therefore provide sufficient information to allow any individual other than the holder of the borrower's card to settle unpaid fines or fees on that card; however, authors, titles, or subjects of lost or overdue materials will not be discussed without presentation of the borrower's card (see "Confidentiality of Patron Records" section elsewhere in this manual).

**Procedure:** If fines are levied, they are automatically posted on the circulation computer as they are accrued and are collected when the patron returns the materials or by special arrangement. If an item is lost or destroyed, the borrower must pay the replacement value plus the labor cost of processing. Periodically, the staff and the director prepare a list of borrowers who have overdue materials and notify them by telephone, email, or U.S. mail that library records indicate that they have materials past due. Accounts that remain in arrears may be reported to a library collection agency and subsequently credit reported if the debt is not resolved within time limits determined by the director. A copy of this policy will be posted at the library.

### **Interlibrary Loan**

**Policy:** The Alpine Public Library participates in a Texas interlibrary loan program, which permits the library to borrow materials for its patrons from other libraries. The interlibrary loan service is available to all patrons. Patrons with overdue materials may use interlibrary loan if arrangements have been made with the executive director or a designated staff member. Books and photocopies of articles from periodicals not owned by the Alpine Public Library or that are otherwise unavailable may be requested for loan through interlibrary loan.

The Alpine Public Library charges a small fee for interlibrary loan service; however, the patron is responsible for charges or fines imposed by the lending library.

**Procedure:** Fines for overdue interlibrary loan materials and processing costs for lost items will vary with the lending library and are the responsibility of the borrower. Fees may be added to the borrower's account.

The library may restrict the number of items requested through interlibrary loan by an individual patron to ensure fair, equitable, and timely service within the constraints of budget and staffing.

## **Protection of Copyright**

**Policy:** It is the intent of the Alpine Public Library to comply with Title 17 of the United States Code, "Copyrights," and other federal legislation related to the duplication, retention, distribution, adaptation, public performance, public display, or any other use of copyrighted materials. A notice of copyright will be prominently placed on the photocopier and any other library equipment that is capable of duplicating or reproducing copyrighted materials (see "Fair Use of Copyrighted Materials" appendix).

**Procedure:** Library staff will refuse to duplicate any materials if doing so would violate copyright and will, when asked, inform patrons if materials being borrowed are subject to copyright restrictions.

Interlibrary loan requests will be accepted subject to copyright restrictions (see also "Interlibrary Loan" section elsewhere in this manual), and staff members will refuse any request that they believe would violate copyright regulations.

Audiovisual materials for which the library has purchased public performance rights will be so labeled. Items without public performance rights are for personal and home use only.

Library staff will follow copyright law in selecting and using materials for public performance.

Original or copyright-free art may be used to produce library publicity items or for creating displays and decorations.

## **Public-access Computer Use**

**Policy:** In support of its role as an independent learning center, the Alpine Public Library provides computers for public use. Software is purchased according to the technology policy (see Chapter 3) to support specific areas of library service. Recommendations for additional software purchases are welcome and will be handled according to the technology policy (see "Selection of Materials" section elsewhere in this manual).

The library will not attempt to have the latest version of any particular software program.

Computer time is limited to half-hour blocks and is available on a first-come, first-served basis. Users may print documents from the public-use computers for a cost-recovery charge determined each year by the executive director, in consultation with the Board of Directors.

Patrons are responsible for repair or replacement costs of equipment or software damaged by them or by minors for whom they are responsible.

## **User Agreements**

**Policy:** All public-access-computer users will be required to agree to a user agreement indicating that they understand the rules established for computer use (see "Public-access Computer User Agreements" appendix). Anyone who has approved the user agreement may use the public-access computers.

Staff members are not required to provide formal training in computer technology or software.

**Policy:** Users may not intentionally develop programs to harass other users or to infiltrate a public-access computer or computing system. They may not develop programs that may damage or alter the software components of the library's computing systems. These acts may be considered a misdemeanor or a felony crime under Texas state law (§1. Title 7, Chap. 33, §3302a).

Specifically, users may not

- damage or destroy equipment, software, or data belonging to the Alpine Public Library or to other users, including adding, altering, or deleting files on library workstation hard drives or other library computer or network equipment, including e-readers, peripherals, other handheld devices, or telephones.. Violators will be liable for any costs incurred by the library to repair such damage, destruction, deletion, or alteration of files;
- violate software licensing agreements;
- violate computer system, website, or network integrity, including attempts to bypass network security functions, obtain passwords, or alter the configuration of library workstations in any way;
- use the Internet for any illegal or criminal activity, including, but not limited to, slander, libel, the unauthorized copying of copyrighted material, and the transmission or display of pornography (Texas Penal Code, §43.24[b]).

## Copyright

**Policy:** Users agree to observe all copyright and licensing laws and will not duplicate any computer programs or documentation unless they are expressly labeled "in the public domain" or "shareware." Failure to abide by this may be considered a misdemeanor crime under Texas state law (§1. Title 7, Chap. 33, §3302a). (See "Protection of Copyright" section and "Fair Use of Copyrighted Materials" appendix elsewhere in this manual)

## Personal Files and Software

**Policy:** Users agree to maintain the computer settings and configuration established by library personnel and not to tamper with computer hardware or software. No personal software is to be loaded onto library computer hard drives without written permission from the executive director.

No private files may be stored on the library computers, and any files left on the library's computers will be deleted at the end of business each day. Users will supply their own recording media when needed.

## Internet

**Policy:** As part of its mission to provide a broad range of information in a variety of formats, the Alpine Public Library provides access to the Internet. The library's provision of public access to the Internet subscribes to the principles stated in the "Access to Electronic Information, Services, and Networks" appendix.

The library is responsible only for the information provided on its website. Only links to appropriate, relevant, governmental, or Big Bend–area community Web sites that provide legal, noncommercial, neutral viewpoints or public-service information may be considered for linking to the Alpine Public Library's Web site.

**Procedure:** Access points and links to information resources on the library's home page are selected by the executive director and are checked regularly to ensure that they remain valid and consistent with the library's mission.

**Policy:** The library cannot monitor or control information accessed via the Internet. The library cannot guarantee that information on the Internet is accurate. The library will not monitor use, restrict access, or block sites.

Blocking access to sites is impractical, filters out valuable information along with the potentially objectionable, and can easily be circumvented by experienced computer users. Children's computers may be filtered.

By logging onto the Internet, patrons agree to abide by the library's policy on public use of computers (see "Public-access Computer Use" section elsewhere in this manual).

**Procedure:** The executive director will determine the Internet functions that are enabled on public-access computers, but, in general, these will be limited to those that assist patrons in locating and obtaining information.

Files may be scanned or printed to designated printers for a fee. Charges for printing will be established annually by the executive director.

## **Obscene or Pornographic Internet Sites**

**Policy:** Patrons using the Internet in the library may not display text or graphics defined by federal or state law as obscene or pornographic. Deliberate and continued display of materials that are obscene or pornographic may constitute sexual harassment of the persons who work in and visit the library, in addition to being considered illegal. Repeated actions that create a disturbance or that the executive director, in consultation with the Board of Directors, considers sexual harassment may result in the loss of some or all library privileges.

**Procedure:** Anyone found to be in violation of the user agreement will be asked to desist. If that person continues to violate this agreement, the executive director may revoke any and all computer privileges. Actions that violate federal, state (including but not limited to Texas Penal Code, §§1. Title 7, Chap. 33, §3302.a; 33.021; 43.21, 43.22, 43.23, 43.24, and 43.26), or local laws will be referred to the appropriate law enforcement agencies. Patrons viewing ambiguous Web sites may be asked to use a monitor screen.

## **Copyright**

**Policy:** U.S. copyright law governs unauthorized use or distribution of copyrighted materials. Users may not copy or distribute electronic materials except as permitted by the Fair Use regulation (see "Fair Use of Copyrighted Materials" appendix) without permission of the copyright owner.

## **Children**

**Policy:** The Children's Internet Protection Act (CIPA; PL 106-554) was enacted by Congress in December 2000 to address concerns about access in schools and public libraries to the Internet. CIPA requires public libraries to adopt Internet safety policies that address (a) minors' access to inappropriate matter on the Internet and World Wide Web; (b) minors' safety and security when using electronic mail, chat rooms, and other forms of direct electronic communications; (c) unauthorized access, including hacking, and other unlawful activities by minors online; (d) unauthorized disclosure, use, and dissemination of personal information regarding minors; and (e) restricting minors' access to materials harmful to them. CIPA does not require the tracking of Internet use by minors or adults. (See "Free Access to Libraries for Minors" appendix.)

Parents or guardians must assume responsibility for their children's Internet use. Parents or guardians *only* may restrict *only* their children's access to the Internet in the library.

**Procedure:** Computers designated for children's use will point to age-appropriate Web sites (see "Internet Safety for Children" appendix), and staff will be available as time permits to assist children who are conducting searches.

Anyone under eighteen years of age must have written parental or guardian permission to access the Internet as a user or an observer. Anyone under age twelve must have a parent or parent's proxy physically present to access or observe the Internet (see "Public-access Computer User Agreements" appendix).

### **Shredding of Documents Related to Use of Public-access Computers**

**Policy:** To protect library users' privacy, the library will not keep documents related to use of public-access computers that identify library users.

**Procedure:** As often as the executive director deems it necessary, library staff will shred all documents that identify public-access computer users.

## **3. Collection Development**

### **Selection of Materials**

**Policy:** The Alpine Public Library provides materials and services to support the informational and educational needs of the citizens of the Big Bend area. Selection and purchase of library materials rest with the executive director, who may delegate some responsibility to other staff members. Staff will adhere to accepted professional practices when making selection decisions. First, the recreational, educational, and informational needs of the community will be considered in selecting materials. Suggestions from the community for items to be considered for purchase are strongly encouraged, but materials must meet selection criteria. The Alpine Public Library does not attempt to acquire textbooks that support local curricula, but may acquire textbooks for general use by the public. The library will attempt to have information available in a variety of formats (book, nonbook, pamphlet, magazine, etc.) when available and practical.

When selecting individual items for inclusion in the library collection, the executive director will consider such factors as (1) popular demand; (2) contemporary significance; (3) literary quality; (4) authority and reputation of author, publisher, or producer; (5) evaluation in reputable review sources; (6) accuracy and currency of information; (7) lack of other available material on the subject; and (8) price, format, ease of use.

Variations in age level, educational level, reading ability, individual needs and interests, and community needs will be considered when selecting materials for the collection. Materials will be selected that provide a variety of opinions on contemporary issues and that generate diverse points of view. The presence of potentially controversial items in the library collection should not be construed as support for a particular position.

Objections to items in the collection should be made in writing to the executive director (see "Request for Reconsideration of Materials" section elsewhere in this manual). Materials that no longer meet the needs of the community and that no longer support the library's collection will be withdrawn and disposed of in accordance with the policies outlined in "Withdrawal of Materials" and "The CREW Method of Withdrawing Materials" sections elsewhere in this manual.

**Procedure:** Before the beginning of each budget year, the executive director will determine how funds will be allocated among the major collection subdivisions. Circulation statistics and counts of in-house use of materials will be maintained throughout the year to assist in decision making. Average cost per item as determined by the previous year's purchases and reports in library; publishing journals will also be considered in allocating funds.

Materials will be selected based on positive reviews in professional journals or actual examination and evaluation of materials. Instead of reviews, popular demand (best sellers, school bibliographies, local interest) may

be used as the criterion for selection of materials. Items that must be updated every year may be placed on a standing-order list to ensure timely delivery.

Multiple copies of popular books (e.g., best sellers, résumé guides, tax preparation) may be purchased to meet demand. Hardcover books are usually preferred. Generally, only one copy of materials in other formats (video, audio CD, DVD) will be purchased, unless long-term high demand is anticipated. Video and audio recordings will be selected for potential long-term use to meet general interests.

## **Materials in Languages Other Than English**

**Policy:** The Alpine Public Library strives to have a collection that reflects the diversity of the population it serves. To that end, part of the collection development budget may be allocated to purchase materials in another language.

**Procedure:** Materials considered for purchase will be evaluated as much as possible under the same guidelines and policies used for English-language materials. When necessary, staff will seek assistance from appropriate community members in the selection of materials. Citizen recommendations are always welcome and appreciated.

## **Gifts and Donations**

The Alpine Public Library and its Marathon branch welcome gifts of new and used books, audio recordings, videos, and similar materials. Space and staff limitations make it necessary to evaluate all such donations carefully. With the exception of certain types of materials in the genealogy, local history, and archives areas, the library does not rely on donated materials as the primary means of developing its collection. (See "Gift Acceptance Policy" and "Gift Form" sections elsewhere in this manual)

**Procedure:** The library will acknowledge receipt of donated items and will, if asked, give the donor a letter on library letterhead acknowledging the donation. IRS regulations prohibit the library from assigning a value to donations.

## **Monetary Gifts**

**Policy:** Monetary gifts, bequests, memorial contributions, or gifts in honor of a person or an entity are particularly welcome. The executive director will use these funds to further the mission of the Alpine Public Library, unless the donor asks that the funds be used for a specific purpose. (See "Other Donations," below and "Gift Acceptance Policy" appendix elsewhere in this manual.)

**Procedure:** Unrestricted monetary gifts are accepted by the executive director, and all gifts, monetary or otherwise, are reported to the Board of Directors when above the reporting threshold for the library's IRS Form 990.

Monetary gifts with restrictions or conditions are accepted by the executive director when the restrictions or conditions are determined to be in keeping with the mission of the library. Monetary gifts over the 990 reporting threshold with restrictions or conditions that may adversely affect the library's mission will be brought to the Board of Directors for consideration before acceptance.

Any gift with a restriction or condition found to run counter to the library's mission may be refused.

## **Other Donations**

**Policy:** Donations of any kind made specifically for the Marathon Branch will be evaluated by the executive director. (see "Gift Acceptance Policy" and "Alpine Public Library Gift Form" appendices elsewhere in this manual.)

**Procedure:** Nonmonetary gifts are considered by the executive director in relation to the mission of the library. Nonmonetary gifts with a value above the 990 reporting threshold that are determined by the executive director to be unrelated to or that may adversely affect the library's mission will be brought to the Board of Directors for consideration before acceptance.

Any nonmonetary gift may be refused by the executive director or the Board of Directors, as detailed above, for any reason.

## **Withdrawal of Materials**

**Policy:** Materials that no longer fit the stated service roles of the Alpine Public Library will be withdrawn from the collection. These may include materials that are damaged, are obsolete, or are no longer used. Decisions will be based on accepted professional practice, such as is described in the CREW Method (see relevant appendix elsewhere in this manual), and the professional judgment of the executive director or designated staff members. When necessary, local specialists will be consulted to determine the continued relevance and reliability of materials.

**Procedure:** Items withdrawn from the collection will be disposed of in one of the following way: transfer to the Friends of the Alpine Public Library for sale in the Re-Reads Bookstore, recycling, or discarding into the trash (if the item is badly damaged, coverless, mildewed, waterlogged, or moldy).

## **Request for Reconsideration of Materials**

**Policy:** The Alpine Public Library welcomes comments and suggestions regarding the continued appropriateness of materials in the collection, especially outdated materials. The executive director will consider and use suggestions in the ongoing process of collection development.

Individuals may take issue with library materials that do not support their tastes and views. The executive director will be available to discuss concerns and to identify alternate materials that may be available. If a patron's concern is not satisfied by discussion with the executive director, a formal written request for reconsideration of materials may be submitted to the executive director. Copies of this form are available at the checkout desk or from the executive director (see "Request for Reconsideration of Materials" appendix elsewhere in this manual). Anonymous requests will not be considered.

The Alpine Public Library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely because of a complaint of obscenity or any other category covered by law until after a local court of competent jurisdiction has ruled against the material. No materials will be knowingly added to the library collection that have been previously determined to be in noncompliance with local laws.

**Procedure:** For a request for reconsideration to be considered, the form must be completed in full. The patron submitting the request must hold a valid borrower's card. The executive director will review the reasons for the complaint and the material in question and will attempt to answer the complaint to the patron's satisfaction. If the patron is not satisfied with the executive director's action, he or she may request that the material be reviewed by a Materials Review Committee comprising the executive director, one other library employee, and three members of the Board of Directors. All members of the committee except the executive director will be appointed by the president of the Board of Directors. The decision of the Materials Review Committee will be considered final.

An item will be evaluated for reconsideration only once in a twelve-month period.

## 4. Library Programs

**Policy:** The Alpine Public Library offers programs for the citizens of the Big Bend area. Programs may be developed and presented by library staff or may be cosponsored by the library and other community organizations or persons.

**Procedure:** Each year the executive director will establish a budget for children's programming. Programs for adults may be scheduled throughout the year as interest and finances warrant. Speakers from community groups and businesses may present programs on topics of general interest or of a timely nature. Presenters may not directly solicit business before, during, or following a program, although cards and brochures may be left on a display table for attendees to pick up. No fees may be charged to attend any library-sponsored or cosponsored program.

Library programs will generally be open to anyone wishing to attend based on space or occupancy constraints. The Alpine Public Library's facilities may be made available to not-for-profit community groups, as determined by the executive director, for programs that conform with the library's programming philosophy (see "Use of Library Facilities" chapter elsewhere in this manual).

The Alpine Public Library adheres to the American Library Association's "Library Bill of Rights" and "Freedom to Read Statement," both of which are appendixes elsewhere in this manual.

## 5. Reference, Information, and Fee Services

### Reference and Information Services

**Policy:** The Alpine Public Library will follow the American Library Association's Code of Ethics (see relevant appendix elsewhere in this manual).

The staff of the Alpine Public Library will answer all reference and information questions efficiently, accurately, courteously, and in a timely manner. If it is not possible to find an answer using Alpine Public Library resources, other libraries, agencies, and community resources will be utilized and patrons will be directed to those sources.

Services available include information services; instructions on the use of the library and library materials; bibliographic verification of items requested; reader's advisory from professional sources; referral to community services; and assistance in locating materials.

Confidentiality is a priority. Library policy requires that any information about a patron's use of library materials or services not be shared. A breach of confidentiality may cause the library to lose the faith of its users, or even become involved in a serious legal entanglement. Any proven breach of confidentiality will result in severe reprimand up to and including immediate termination of employment (see "Confidentiality of Patron Records" section elsewhere in this manual, and "Texas Library Association Policy on Confidentiality of Library Records" appendix elsewhere in this manual).

The library staff will not offer advice, advise a patron, or interpret information. Staff members will present only factual information and limit suggestions to the search strategy and not the subject or content of the request. The library staff member is an information provider, not a physician, health-care professional, attorney, or counselor.

**Procedure:**

Walk-in and Telephone Inquiries: Patron questions will be answered in the order received, with priority given to questions asked by patrons in the library. If a phone call interrupts the serving of a patron in the library, the patron on the phone will be asked politely if he or she would like to wait or be called back. If the patron does not care to wait, or if library staff thinks it will take longer than a few minutes to serve the in-library patron, the staff member will ask for the patron's name and phone number so she or he may be called back.

When the answer to a question requires material to be read over the phone, it will be read verbatim. The source of the material will always be cited. If the material is extensive, the patron should be offered the option of viewing the printed material by visiting the library. If a patron cannot visit the library, materials may be mailed to the patron on approval of the executive director.

E-mail Inquiries: E-mail inquiries are welcome and will be handled in the order they are received. Inquiries received during the library's operating hours Monday through Friday will be answered within 24 hours.

A patron who contacts the library via e-mail will be given the same courtesy, timely service, and accurate information as one who makes a telephone inquiry or visits the library in person.

## **Photocopying**

**Policy:** The Alpine Public Library does not provide a photocopier for public use. Staff members will make photocopies for patrons for a per-page fee determined annually by the executive director. Staff members will not knowingly violate copyright law when making copies for patrons (see "Interlibrary Loan" and "Protection of Copyright" sections elsewhere in this manual, and "Fair Use of Copyrighted Materials" appendix elsewhere in this manual).

## **Internet Use**

See the "Internet" section under "Access to Library Services" elsewhere in this manual

# **6. Use of Library Facilities**

## **Americans with Disabilities Act**

**Policy:** The Alpine Public Library adheres to the Americans with Disabilities Act (ADA) of 1990, which assures equal access to employment opportunities and access to all library facilities, activities, and programs. Every attempt will be made to accommodate the needs of persons with disabilities, and the library welcomes input from persons with disabilities about ways the library can more completely serve them.

**Procedure:** Questions about ADA compliance and complaints or suggestions about accessibility of library facilities, activities, and programs should be addressed to the executive director.

## **Library Facilities and Grounds**

**Policy:** The AEP Foundation Multipurpose Room and adjoining patios are available for use by the Board of Directors, Friends of the Library, and staff for library meetings, events, or programs. Big Bend-area not-for-profit community groups or organizations are welcome to ask to use the room and patio during regular library business hours if they are available. Use is limited to public meetings that are free of charge and not intended to generate revenue. Social gatherings, such as showers birthday parties, partisan political rallies, and religious services, are prohibited. A limited suite of a/v equipment are available for use. There is no charge for room or equipment use, but donations are requested to cover the cost and maintenance.

Reservations for public use must be made with the executive director, or designated staff member, with the understanding that facilities will be left in the condition in which they were found or better. Groups using the facilities are responsible for setup and cleaning. Library staff members are not available for setup or cleaning. Equipment, supplies, or personal effects that do not belong to the library may not be stored in any of the library's facilities. Program representatives must agree to and sign the terms of use policy.

The library cannot be held responsible for loss or damage to persons or things during non-library-sponsored events.

### **Distribution of Free Materials**

**Policy:** Items that publicize community organizations and local events may further the role of the library as the central source for civic, cultural, educational, and recreational information. Display space will be available in the library for community organizations to disseminate such information. Materials that promote programs or projects of a personal, religious, or commercial nature may not be distributed or displayed in the library.

Items that may be distributed or displayed include flyers, brochures, leaflets, newspapers, and pamphlets that provide information about not-for-profit civic, educational, cultural, or recreational organizations and events.

Items may be displayed or distributed for as long as they are valid. If space becomes limited, preference will be given to items with a deadline and to organizations or groups that have not recently distributed items.

Distribution or posting of items does not indicate endorsement of the issues, events, or services promoted by those materials.

**Procedure:** All items for posting or distribution must be presented to the executive director for approval. The library staff will date and display items. Library staff members will remove and discard items that have expired. Items left or posted without approval will be removed and discarded.

### **Religious Programming and Decorations**

**Policy:** As part of the library's role as a community activities center, the library may sponsor or present programs on a variety of topics, including holiday celebrations from various religions and cultures. Whenever possible, publicity will include details about the program so that parents may make decisions about their and their children's attendance. The library does not determine the content of programs presented by persons using the AEP Foundation Multipurpose Room (see "Library Facilities and Grounds" section elsewhere in this manual), and information presented or opinions expressed by outside speakers do not necessarily represent the views of the library. Library decorations will not endorse any particular religion.

## **7. Patron Conduct**

**Policy:** The Alpine Public Library encourages people of all ages to visit the library. Those using the library and its resources have the right to expect a safe and comfortable environment that supports appropriate library services.

### **Disruptive Behavior**

**Policy:** People demonstrating disruptive behavior will be required to leave the library after one warning from library staff. Disruptive behavior includes, but is not limited to, (1) noisy, boisterous actions; (2) inappropriate behavior, including eating, smoking, running, loud talking, or cell phone or audible pager use; (3) misuse of library property; and (4) uncooperative attitude or actions that deliberately annoy others or prevent the legitimate use of the library and its resources. Abusive language and behavior toward staff members will not be tolerated.

**Procedure:** At the discretion of the executive director, a child or minor with a history of disruption may be barred from the library unless accompanied by a parent or legal guardian. An adult with a history of disruption may be barred from using the library for a period of time determined by the executive director.

## **Personal Devices**

**Policy:** Personal devices, such as computers, cassette or CD players, and calculators, may be used if the noise level is low and use does not annoy other patrons. While cell phone use for data or texting is encouraged, use of cell phones for voice communication and audible pagers are prohibited in the library.

**Procedure:** Cell phones and pagers should be turned off or switched to a nonaudible signal.

## **Children**

**Policy:** The Alpine Public Library is a public facility that offers services to a wide range of citizens, and children are especially welcome. Children and young people are expected to adhere to the same standards of patron conduct expected of adults. Parents, guardians, or assigned chaperones are responsible for the behavior of their children while in the library.

Young children are not safe when left unattended in the library. Staff members cannot know if children are leaving with a parent, a friend, or a stranger. Children under the age of seven should never be left unsupervised in any area of the library. If a parent or other responsible adult cannot be located, unattended children who are disruptive will be placed in the care of the Alpine Police Department.

**Procedure:** Children over age twelve or older who are disruptive will be asked to leave the library. If the child cannot safely leave the library to return home on his or her own, staff members will permit the child to call a parent or guardian. If a parent or other responsible adult cannot be located, library staff, depending on the severity of the situation, will either allow the child to remain at the library under close supervision until a parent or guardian can be contacted or contact the Alpine Police Department.

Children who have not been picked up at closing time will be given the opportunity to call a parent or guardian. Children who have not been picked up within fifteen (15) minutes after closing will be left in the care of the Alpine Police Department. Under no circumstances will library staff members stay alone with a child, take a child out of the building, or transport a child to another location.

## **Harassment and Lewd Behavior**

**Policy:** Patrons and staff have the right to enjoy an environment free from harassment or lewd conduct. Anyone who harasses staff or patrons will be asked to leave the library, and a report will be filed with the executive director. A staff member may choose to immediately report the offender to the Alpine Police Department. Repeated acts of harassment or acts that may be escalate into violent or illegal actions will be reported to the Alpine Police Department.

Lewd acts and sexual misconduct are not allowed in the library and will result in immediate expulsion from the facility.

**Procedure:** Those who commit minor acts (as judged by the executive director) will be given one warning and then asked to leave. Serious acts and acts involving minors will be reported to the Alpine Police Department. All serious acts will be reported to the director.

## **Patron Use of Library Supplies**

**Policy:** The Alpine Public Library will supply scratch paper for note taking, but cannot provide other office or school supplies. Office supplies purchased with budgeted library funds are for use by the library staff in the completion of their tasks. Because they are partially purchased with public tax funds, they cannot be sold or given away.

### **Theft of Materials**

**Policy:** To protect the investment in library materials made by taxpayers, as patrons leave the library, staff members may conduct random visual examinations of book bags, backpacks, briefcases, and other large containers brought into the library.

**Procedure:** Personal items may be examined visually by staff if there is a suspicion of misconduct. Any uncharged items will be returned to the circulation desk to be charged out. If staff members believe that theft was intended, the Alpine Police Department will be notified immediately. Vandalism of library materials will also be reported to the police.

Some personal items may be stored at the circulation desk. Library staff will exercise caution with such items, but cannot assume responsibility for loss or theft.

## **8. Financial and Accounting Policy and Procedures**

### **Reserve Fund**

The Alpine Public Library will maintain a reserve fund to cover payroll and other necessary expenses in the event of a financial emergency. Ten percent (10%) of the annual operating budget will be held as cash or cash equivalents. An action of the Executive Committee, including the chair of the Finance Committee and the library director, will be required to declare an emergency and access the funds.

### **Cash Disbursements**

To ensure that payments are appropriately disbursed,

- Petty cash use requires receipts
- Reimbursements for purchases (business-related only) require original receipts
- Travel expenses require receipts and map of route for mileage reimbursement
- Staff and volunteers conducting library business are eligible for reimbursement at the director's discretion.

### **Cash Receipts**

To ensure that cash is accounted for properly

- Original Re-Reads transaction sheets are filed with proof of deposit.
- Front desk sales are recorded separately and filed with proof of deposit.

### **Accounts with Financial Institutions**

Prudent accounting practices regarding financial institution accounts require

- dual signatures on all accounts that have checking privileges
- that the Executive Director and one signature-approved Board Officer sign checks and initials stubs
- that authorized signatories are on file at the institution for each account
- that all accounts be reconciled monthly, with the Executive Director initialing each reconciliation as evidence that they were reviewed and approved
- that all credit accounts are paid in full monthly

## **Inventory Control**

### **Product (Collections)**

- All materials are assigned a barcode
- The collection catalog is backed up and maintained offsite
- A physical inventory is completed no less than every 18 months

### **Fixed Assets**

- Computer equipment is the only fixed asset for which the library maintain records
- A master copy of the fixed asset inventory is maintained at the library with a copy with the board president

### **Payroll**

- Monthly timesheets approved by director before pay date.
- Timesheets, which are initialed by the director to reflect approval, are filed with a payroll payment authorization form consistent with the system in use at the time.
- Branch employees submit timesheets under the same procedure

### **Purchasing**

To ensure that only valid, approved vendors are used and timely payments are made

- Vendor selection is the sole responsibility of the Executive Director; no other person is authorized to select vendors
- All vendors are paid on net 30 day accounts, unless other arrangements are made by the Executive Director.

### **Investment Policy**

- The chair of the permanent standing Finance Committee periodically reviews the library's investments with the Board of Directors, who in turn are solely responsible for directing the library's investments.
- The outcome of an investment review is recorded in the minutes of the board.
- A periodic review occurs no less than once in the previous 12 months, preferably when
  - the outside auditor presents its review, or
  - in the absence of an outside audit, when the board reviews the previous year's financial summaries.

### **Protection of Library business Data & Records from Loss**

QuickBooks data are backed up once a week on an external hard drive and stored onsite.

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# Appendixes

## Appendix C: American Library Association Code of Ethics

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- 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.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

(Adopted June 28, 1997, by the ALA Council; amended January 22, 2008)

## **Appendix D: Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) Code of Ethics**

The Association of Library Trustees, Advocates, Friends and Foundations (ALTAFF) is the only division of the American Library Association (ALA) dedicated to promoting and ensuring outstanding library service through educational programs that develop excellence in trusteeship and actions that advocate access to information for all.

### **ALTAFF Mission Statement**

The Association of Library Trustees, Advocates, Friends and Foundations promotes and ensures outstanding library service through educational programs that develop excellence in trusteeship and actions that advocate access to information for all.

### **Code of Ethics**

This statement was developed by the Common Concerns Committee of the American Library Trustees Association (now the Association of Library Trustees, Advocates, Friends and Foundations) and the Public Library Association. The boards of both associations adopted the statement.

- Trustees must promote a high level of library service while observing ethical standards.
- Trustees must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the institution.
- It is incumbent upon any trustee to disqualify himself or herself immediately whenever the appearance of a conflict of interest exists.
- Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution, acknowledging the formal position of the board even if they personally disagree.
- A trustee must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.
- Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.
- Trustees who accept appointment to a library board are expected to perform all of the functions of library trustees.

## **Appendix E: Texas Library Association Policy on Confidentiality of Library Records**

The confidentiality of library patrons in Texas is protected by the Texas Open Records Act (Texas Penal Code §552.124).\*

### **TEXAS LAW PROTECTS THE PRIVACY OF LIBRARY USERS**

The records of library materials you borrow or use, the information you seek in the library, or the library services you use cannot be disclosed to anyone except

- as reasonably necessary for the operation of the library;
- persons authorized, in writing, by the individual named in the records; or
- by order or subpoena of a district court, issued on a showing of good cause.

*\*As of September 1, 1993, the Texas Open Records Act protects the confidentiality of the records of any library system which is supported in whole or in part by public funds, that identify or serve to identify a person who requested, obtained, or used a library material or service.*

### **EXAMPLES OF CONFIDENTIALITY VIOLATION**

1. First and last names of children at story times on posters, name tags, etc.
2. Users requesting name of books checked out by other family members.
3. Administrators requesting the reading records of students or users.
4. Leaving the name of the last user on the book card in noncomputerized library systems.
5. Public sign-up sheets for use of online or CD ROM resources that require the patron's full name or other identifying information.

## **Appendix F: U.S. Patriot Act Search Warrant Procedures (For Library Staff Members)**

Inform the law enforcement agent that we have a policy you need to consult.

Identify the agent-in-charge. Ask for identification and verify it:

- Do not call a number given to you by an agent.
- The local FBI office phone number is (432) 570-0255 or (915) 832-5000.
- Verify with the field office that the agent is legitimate.
- Get the agent's business card for our records.

Tell the agent-in-charge the executive director's name.

- Request that the agent direct all inquiries through the executive director.
- Request a brief delay to assemble the appropriate personnel.
- If possible, escort the law enforcement officers to a private area, preferably the executive director's office, while the team is assembled.

Contact the executive director. The executive director will contact the library's attorney.

If you cannot contact the executive director, immediately contact the library's attorney.

If the agent-in-charge will not wait until the library team can be assembled:

- Ask for a copy of the search warrant and try to verify the information the library is being asked to produce.
- Call the executive director and the library's attorney at once.
- If the library is asked to consent to search items beyond the scope of the warrant, decline.
- If production of the requested items is outside your scope of expertise, inform the agent that you will need to consult the appropriate staff member.

Remember that there is usually a gag order associated with a search warrant issued pursuant to the USA Patriot Act:

- Do not discuss the warrant with staff members other than the executive director and the library's attorney.
- Do not discuss the warrant with anyone besides those designated herein.
- Do not disclose to the patron that his or her records have been seized or searched by the FBI.

## Appendix G: American Library Association Library Bill of Rights

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

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

## Appendix H: American Library Association 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.

(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 I: Public-access Computer User Agreements

### INTERNET REGISTRATION AND ADULT USER AGREEMENT

I certify by my initials on each page and my signature on the last page of this agreement that, in exchange for the privilege of using the Alpine Public Library's public-access computers, I hereby understand and agree to the following with regard to use of the library's public-access computers:

#### GENERAL

1. I will provide a copy of my photo identification to be filed with this agreement.
2. I will show the library staff my photo identification when asked so that the staff may determine that I have signed this agreement.
3. I understand that computer time is limited to half-hour blocks and is available on a first come–first served basis.
4. I understand that library staff does not provide training in the use of computers.
5. I understand that I may download files to personal data storage units. I also understand that the library is not responsible for damage to personal data storage units used with the library's public-access computers.
6. I understand that I may print to designated printers for a fee.
7. I understand that I am responsible for repair or replacement costs of equipment or software damaged by me or by minors for whom I am responsible.
8. I understand that I may not intentionally develop programs to harass other users or to infiltrate a public-access computer or the library's computing systems. I understand that I may not develop or use programs that may damage or alter the software components of the library's computing systems. I understand that these acts may be considered a misdemeanor or a felony crime under Texas state law (§1. Title 7m Chap. 33, §3302.a).

Specifically, I may not

- damage or destroy equipment, software, or data belonging to the Alpine Public Library or to other users. This includes adding, altering, or deleting files on library workstation hard drives or other library computer equipment. I understand that I will be liable for any costs incurred by the library to repair such damage, destruction, deletion, or alteration of files.
- violate software licensing agreements.
- violate computer system or network integrity, including attempt to bypass network security functions, obtain passwords, or alter the configuration of library workstations in any way.
- use the Internet for any illegal or criminal activity, including, but not limited to, slander, libel, or the unauthorized duplication of copyrighted material.

#### COPYRIGHT

I agree to observe all copyright and licensing laws and not to duplicate any computer programs or documentation unless they are expressly labeled "in the public domain" or "shareware." Failure to comply may be considered a misdemeanor crime under Texas state law (§1. Title 7, Chap, 33, §3302a). I agree not to copy or distribute electronic materials except as permitted by the Fair Use regulation. U.S. copyright law governs unauthorized use or

distribution of copyrighted materials. If I do not understand the meaning of "fair use," I agree to ask library staff for the handout titled "Fair Use of Copyrighted Materials."

#### PERSONAL FILES AND SOFTWARE

1. I agree to maintain the computer settings and configuration established by library personnel and not to tamper with computer hardware or software. I agree not to load personal software onto library computer hard drives without written permission from the executive director.
2. I understand that no personal files may be stored on the library's computers and that any files left on the library's computers will be deleted at the end of business each day.
3. I agree to supply my own recording media when needed.
4. I agree not to use the library's computers to create or maintain personal or commercial Web sites.

#### INTERNET

1. I understand that the library is responsible only for the information provided on its home page. The library staff cannot monitor or control information accessed via the Internet. The library staff cannot guarantee that information on the Internet is accurate.
2. I understand that the computers for adult use do not have filters or blockers. The library staff will monitor computer use by random visual checks but will otherwise not check the computers for use history, restrict access, or block sites on the adult-use computers.

#### USENET NEWS GROUPS, INTERACTIVE GAMES

I agree not to use the library's public-access computers to subscribe to listservs, usenet news groups, or chat rooms; to play interactive games, including gambling; or to download music. I understand that failure to comply may be a violation of Texas Penal Code 33.021, Online Solicitation of a Minor, and may be reported to law enforcement.

#### OBSCENE MATERIAL, CHILD PORNOGRAPHY, MATERIAL HARMFUL TO MINORS

I acknowledge that the public-access computers at the Alpine Public Library are located where children, staff members, and other patrons can see the screens. I understand that staff members observe computer use by visually checking the monitors. I agree that I will not intentionally access sites that display text or graphics defined by federal or state law as illegal. These sites include, but are not limited to, sites with material that is harmful to children (Texas Penal Code §43.24), child pornography (§43.26), or obscene (§43.22). I understand that deliberate and continued display of materials that are obscene, pornographic, or harmful to children as defined by federal, state, or local law may be considered sexual harassment of the persons who work in and visit the library, in addition to being considered illegal. Repeated actions that create a disturbance or that the executive director, in consultation with the Board of Directors, considers sexual harassment may result in the loss of some or all library privileges. I understand that actions that violate federal, state, or local laws are prohibited in the Alpine Public Library and will be referred to law enforcement.

VIOLATION OF THIS AGREEMENT

Any violation of No. 17 above may result in the library staff's notifying law enforcement and revoking any and all library privileges. I understand that, if I am found to be in violation of any other part of this agreement, I will be asked to desist. If I continue to violate this agreement, the executive director may revoke any and all of my computer privileges.

Signature: \_\_\_\_\_

Printed name: \_\_\_\_\_ Date: \_\_\_\_\_

# Internet Registration and Minor User agreement

*(Children age 13 and under)*

I certify that I am the parent or guardian of \_\_\_\_\_, whose date of birth is \_\_\_\_\_. In exchange for the Alpine Public Library's allowing my child to use the public-access computers in the library at no charge, I hereby certify that I have read and signed the Internet Registration and Adult User Agreement (attached hereto). In addition, I understand and agree to the following with regard to my child's use of the Alpine Public Library's public-access computers:

- My child may use only the public-access computers intended for children's use. There are filters on these computers that are intended to filter out material potentially harmful to children. There is *no guarantee*, however, that these filters will work. It is therefore possible that my child may intentionally or unintentionally access sites containing pornography, obscene material, or other material completely unsuitable for, and harmful to, my child.
- The staff of the Alpine Public Library will *not* supervise my child while he/she is using the public-access computers.
- I agree to supervise my child's use of the public-access computers by being physically present with my child when he/she is using the computer. I take full responsibility for my child's choice of content while he/she is using the Alpine Public Library's public-access computers.
- Should I not be able to physically supervise my child, I designate the following person, \_\_\_\_\_, who is 18 years or older, to act as my proxy and supervise my child's use of the public-access computers. My proxy has provided the Alpine Public Library with a copy of his/her photo identification and has read and signed the Internet Registration and Adult User Agreement (copy attached). Further, this person understands that he/she must supervise my child by being physically present with my child when he/she is using the computer.

Parent's signature: \_\_\_\_\_

Parent's printed name: \_\_\_\_\_

Date: \_\_\_\_\_

Proxy's signature: \_\_\_\_\_

Proxy's printed name: \_\_\_\_\_

Date: \_\_\_\_\_

7.21.06

# Internet Registration and Minor User Agreement

***(Children age 14 to 18)***

I certify that I am the parent or guardian of \_\_\_\_\_, whose date of birth is \_\_\_\_\_. I agree to provide a photo or a photo ID of my child to be filed with this agreement. In exchange for the Alpine Public Library's allowing my child to use the public-access computers in the library at no charge, I hereby certify that I have read and signed the Internet Registration and Adult User Agreement (copy attached hereto). In addition, I have read the Internet Registration and Adult User Agreement with my child, explained it to my child, and certify that he/she understands it and agrees to abide by it as well.

I hereby give permission for my child to use the Alpine Public Library's public-access computers without adult supervision, as indicated below, and I acknowledge that I am allowing him/her to do this at his/her own risk.

I understand and agree to the following with regard to my child's use of the Alpine Public Library's public-access computers (initial one of the following):

My child may use only the public-access computers intended for children's use. There are filters on these computers that are intended to filter out material potentially harmful to children. There is no guarantee, however, that these filters will work. It is therefore possible that my child may intentionally or unintentionally access sites containing pornography, obscene material, or other material completely unsuitable for, and harmful to, my child. I take full responsibility for my child's choice of content while he/she is using the Alpine Public Library's public-access computers.

My child may use the adult, unfiltered, public-access computers at the Alpine Public Library. I understand that it is therefore possible that my child may intentionally or unintentionally access sites containing pornography, obscene material, or other material completely unsuitable for, and harmful to, my child. I take full responsibility for my child's choice of content while he/she is using the Alpine Public Library's public-access computers.

Parent's signature: \_\_\_\_\_

Parent's printed name: \_\_\_\_\_

Date: \_\_\_\_\_

7.21.06

**Appendix K: Request for Reconsideration of Materials**

**REQUEST FOR RECONSIDERATION**

Title \_\_\_\_\_

Book \_\_\_\_\_ Periodical \_\_\_\_\_ Other \_\_\_\_\_

Author \_\_\_\_\_

Publisher \_\_\_\_\_

Request initiated by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

Request made on behalf of \_\_\_\_\_ Yourself

\_\_\_\_\_ An organization (name) \_\_\_\_\_

\_\_\_\_\_ Other group (name) \_\_\_\_\_

1. Did you read/view the entire work? \_\_\_\_\_

\_\_\_\_\_

2. What is your objection? Please be specific. Cite pages. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. What is positive about the work? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. What do you feel might be the result of reading/viewing the material?

---

---

5. For what library patrons would you recommend this work? \_\_\_\_\_

---

7. What resource(s) do you suggest to provide additional information on this topic?

---

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8. Action requested:

Return it to the staff selection committee/department for reevaluation

Other. Explain. \_\_\_\_\_

---

---

9. In its place, what work would you recommend that would convey as valuable a perspective of the subject treated?

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SIGNATURE \_\_\_\_\_

(Texas Library Association, Intellectual Freedom Handbook)

# **Appendix L: Access to Electronic Information, Services, and Networks: An Interpretation of the Library Bill of Rights**

## **Introduction**

The world is in the midst of an electronic communications revolution. Based on its constitutional, ethical, and historical heritage, American librarianship is uniquely positioned to address the broad range of information issues being raised in this revolution. In particular, librarians address intellectual freedom from a strong ethical base and an abiding commitment to the preservation of the individual's rights.

Freedom of expression is an inalienable human right and the foundation for self-government. Freedom of expression encompasses the freedom of speech and the corollary right to receive information. These rights extend to minors as well as adults. Libraries and librarians exist to facilitate the exercise of these rights by selecting, producing, providing access to, identifying, retrieving, organizing, providing instruction in the use of, and preserving recorded expression regardless of the format or technology.

The American Library Association expresses these basic principles of librarianship in its Code of Ethics and in the Library Bill of Rights and its Interpretations. These serve to guide librarians and library governing bodies in addressing issues of intellectual freedom that arise when the library provides access to electronic information, services, and networks.

Issues arising from the still-developing technology of computer-mediated information generation, distribution, and retrieval need to be approached and regularly reviewed from a context of constitutional principles and ALA policies so that fundamental and traditional tenets of librarianship are not swept away.

Electronic information flows across boundaries and barriers despite attempts by individuals, governments, and private entities to channel or control it. Even so, many people, for reasons of technology, infrastructure, or socioeconomic status do not have access to electronic information.

In making decisions about how to offer access to electronic information, each library should consider its mission, goals, objectives, cooperative agreements, and the needs of the entire community it serves.

## **The Rights of Users**

All library system and network policies, procedures or regulations relating to electronic resources and services should be scrutinized for potential violation of user rights.

User policies should be developed according to the policies and guidelines established by the American Library Association, including Guidelines for the Development and Implementation of Policies, Regulations, and Procedures Affecting Access to Library Materials, Services and Facilities.

Users should not be restricted or denied access for expressing or receiving constitutionally protected speech. Users' access should not be changed without due process, including, but not limited to, formal notice and a means of appeal.

Although electronic systems may include distinct property rights and security concerns, such elements may not be employed as a subterfuge to deny users' access to information. Users have the right to be free of unreasonable limitations or conditions set by libraries, librarians, system administrators, vendors, network service providers, or others. Contracts, agreements, and licenses entered into by libraries on behalf of their users should not violate this right. Users also have a right to information, training and assistance necessary to operate the hardware and software provided by the library.

Users have both the right of confidentiality and the right of privacy. The library should uphold these rights by policy, procedure, and practice. Users should be advised, however, that because security is technically difficult to achieve, electronic transactions and files could become public.

The rights of users who are minors shall in no way be abridged.

## **Equity of Access**

Electronic information, services, and networks provided directly or indirectly by the library should be equally, readily and equitably accessible to all library users. American Library Association policies oppose the charging of user fees for the provision of information services by all libraries and information services that receive their major support from public funds (50.3; 53.1.14; 60.1; 61.1). It should be the goal of all libraries to develop policies concerning access to electronic resources in light of Economic Barriers to Information Access: an Interpretation of the Library Bill of Rights and Guidelines for the Development and Implementation of Policies, Regulations and Procedures Affecting Access to Library Materials, Services and Facilities.

## **Information Resources and Access**

Providing connections to global information, services, and networks is not the same as selecting and purchasing material for a library collection. Determining the accuracy or authenticity of electronic information may present special problems. Some information accessed electronically may not meet a library's selection or collection development policy. It is, therefore, left to each user to determine what is appropriate. Parents and legal guardians who are concerned about their children's use of electronic resources should provide guidance to their own children.

Libraries and librarians should not deny or limit access to information available via electronic resources because of its allegedly controversial content or because of the librarian's personal beliefs or fear of confrontation. Information retrieved or utilized electronically should be considered constitutionally protected unless determined otherwise by a court with appropriate jurisdiction.

Libraries, acting within their mission and objectives, must support access to information on all subjects that serve the needs or interests of each user, regardless of the user's age or the content of the material. Libraries have an obligation to provide access to government information available in electronic format. Libraries and librarians should not deny access to information solely on the grounds that it is perceived to lack value.

In order to prevent the loss of information, and to preserve the cultural record, libraries may need to expand their selection or collection development policies to ensure preservation, in appropriate formats, of information obtained electronically.

Electronic resources provide unprecedented opportunities to expand the scope of information available to users. Libraries and librarians should provide access to information presenting all points of view. The provision of access does not imply sponsorship or endorsement. These principles pertain to electronic resources no less than they do to the more traditional sources of information in libraries.

(Adopted by the ALA Council, January 24, 1996)

## Appendix M: Fair Use of Copyrighted Materials

### What Is Fair Use?

The four fair use factors:

- What is the character of the use?
- What is the nature of the work to be used?
- How much of the work will you use?
- What effect would this use have on the market for the original or for permissions if the use were widespread?

FACTOR 1: What is the character of the use?

- Nonprofit
- Educational
- Personal
- Criticism
- Commentary
- News reporting
- Parody
- Otherwise "transformative" use
- Commercial

Uses on the left tend to tip the balance in favor of fair use. The use on the right tends to tip the balance in favor of the copyright owner—in favor of seeking permission. The uses in the middle, if they apply, are very beneficial: they add weight to the tipping force of uses on the left; they subtract weight from the tipping force of a use on the right.

Imagine that you could assign a numerical weight to each use. A nonprofit educational use other than the middle uses, for example, making a copy of a journal article for a university class, might weigh 5 in favor of fair use. But a nonprofit educational use that is also criticism, for example, the inclusion by a faculty member of a quote from another's work in a scholarly critique, would weigh even more in favor of fair use: about 6 or 7. That's because the uses in the middle are "core" fair uses, the ones most dearly protected.

Even if they are for-profit, the core fair uses weigh in favor of fair use: that's why they subtract from the weight against fair use of a commercial use. A commercial duplication of an article from a journal might weigh 5 against fair use. But a commercial commentary or quotation would barely tip the scale, if at all.

This is not to suggest that fair use can be precisely quantitatively analyzed. Numbers are just a tool to illustrate how the facts interact and affect each other. Actually, numbers wouldn't make the analysis any easier: copyright owners and users would have just as much trouble agreeing on weights as we have agreeing on any other judgment about fair use.

FACTOR 2: What is the nature of the work to be used?

- Fact
- Published
- A mixture of fact and imaginative
- Imaginative
- Unpublished

Again, uses on the left tip the balance in favor of fair use. Uses on the right tip the balance in favor of seeking permission. But here, uses in the middle tend to have little effect on the balance.

Which way is your balance tipping after assessing the first two factors?

FACTOR 3: How much of the work will you use?

- Small amount
- More than a small amount

This factor has its own peculiarities. The general rule holds true (uses on the left tip the balance in favor of fair use; uses on the right tip the balance in favor of asking for permission), but if the first factor weighed in favor of fair use, you can use more of a work than if it weighed in favor of seeking permission. A nonprofit use of a whole work will weigh somewhat against fair use. A commercial use of a whole work would weigh significantly against fair use.

For example, a nonprofit educational institution may copy an entire article from a journal for students in a class as a fair use; but a commercial copy shop would need permission for the same copying. Similarly, commercial publishers have stringent limitations on the length of quotations, while a student writing a paper for a class assignment could reasonably expect to include lengthier quotes.

Which way does your balance tip after assessing the first three factors? The answer to this question will be important in the analysis of the fourth factor.

FACTOR 4: If this kind of use were widespread, what effect would it have on the market for the original or for permissions?

- After evaluation of the first three factors, the proposed use is tipping toward fair use
- Original is out of print or otherwise unavailable
- Competes with (takes away sales from) the original
- No ready market for permission
- Avoids payment for permission (royalties) in an established permissions market
- Copyright owner is unidentifiable

This factor is a chameleon. Under some circumstances, it weighs more than all the others put together. Under other circumstances, it weighs nothing. It depends on what happened with the first three factors.

Here's why:

This factor asks, "If the use were widespread, would the copyright owner be losing money?" Well, actually, it asks, "If the use were widespread, and the use were not fair, would the copyright owner be losing money?" After all, if the use were fair, the copyright owner would not be entitled to any money at all, so he couldn't "lose" what he never would have had to begin with.

When you include in your assumptions the very conclusion that you are trying to reach (you assume a use is not fair in the process of trying to figure out whether it is fair), you violate a principle of logic—you engage in "circular reasoning."

Courts deal with this propensity of the fourth factor to encourage circular reasoning by looking at the first three factors before evaluating the fourth. *If the first three factors indicate that the use is likely fair, courts will not permit the fourth factor to convert an otherwise fair use to an infringing one.* On the other hand, if the first three factors indicate that the use is likely not fair, courts are willing to consider lost revenues under the fourth factor. In this case they do not have to assume the conclusion in order to reach it. They reach the conclusion based on good evidence that the use is not fair. *This means that if a use is tipping the balance in favor of fair use after the first three factors, the fourth factor should not affect the results, even if there is a market for permissions, even if the owner would lose money because of the use.*

On the other hand, if a use is tipping the balance in favor of asking for permission one need not "assume" it's not fair, the first 3 factors show that it's not. Add to that an active permissions market and the fourth factor will decisively tip the balance. Forget fair use. Get permission.

The facts in the middle illustrate circumstances that also support fair use, as they indicate a lack of harm to the owner's economic incentive.

Does the balance for your use tip in favor of fair use or in favor of getting permission after consideration of all four factors?

## Appendix N: Internet Safety for Children

### Especially for Children and Their Parents

"The Internet offers kids many opportunities for learning, constructive entertainment, and personal growth. At the same time, parents are concerned about the risks kids face online. The challenge for parents is to educate themselves and their children about how to use the Internet safely."

#### **ONLINE SAFETY RULES AND SUGGESTIONS**

- Know the Rules: Public Awareness Campaign for Teen Girls: "Teenagers, 12–19, especially GIRLS, are the most victimized segment of the population in the United States."
- Publications of the National Center for Missing and Exploited Children (NCMEC).
- NetSmartz: "The NetSmartz Workshop® is an educational resource for children aged 5 to 17, parents, and teachers on how to stay safer on the Internet. Since NCMEC was first established in 1984, it has worked to make children safer. In 1994, long before this nation realized that the Internet might pose a threat to the safety of its youngest users, NCMEC released a brochure titled Child Safety on the Information Highway, providing families with a roadmap to stay safer in cyberspace. Later, when cases of online child enticement garnered front-page news nationwide, NCMEC's brochure, Teen Safety on the Information Highway, became the first publication of its kind to try to prepare teens for the risks they face online. Every year more and more children of all ages go online to study, have fun, and communicate with the world at large. Just as the numbers of kids online have grown, so have the dangers they face."
- Child Safety on the Information Highway, by Lawrence J. Magid. Explains the benefits and risks of going online.
- Reporting Trouble, from GetNetWise. "On a playground, being teased by another child is far less serious than receiving a sexual advance from a stranger. On the Internet, receiving junk e-mail is far less serious than being enticed by a stranger in a chat room. It's important not to overreact. But how do we recognize when a problem is serious, or when it's simply part of being online?"
- If Someone Is Hurting You, Help Is Available! From the Department of Justice, toll-free numbers that are available to you 24 hours a day, including Child Help USA—National Child Abuse Hotline, National Domestic Violence Hotline, and a link to hotline numbers by state.
- Families Online Together. This GetNetWise Web site has specific information tailored for parents and children about going online, including New Year's resolutions that can be modified to fit a specific family's online needs.
- Surfing the Net with Kids: "Welcome to my vision of what's wonderful on the Web. Welcome parents, kids, teens, grandparents, teachers, librarians and the incurably curious." Barbara J. Feldman is a "syndicated newspaper columnist, mother, wife and Net surfer supreme (not listed in order of importance, of course)." She recommends sites for kids and families in "millions of newspapers each week."
- Searching the Internet Effectively. According to Librarians' Index to the Internet, "In eight steps, the author of this site introduces readers to basic Internet search tools, discusses how to use them effectively, and provides tips for evaluating results. Updated infrequently (it's a resource for a continuing education class), but the simple design of this tutorial makes this resource well worth it even when the links need sprucing up. From Alistair Smith, who teaches library science at the Victoria University of Wellington, New Zealand."
- NetSmartz Workshop, from the National Center for Missing and Exploited Children. Netsmartz Workshop presents a variety of interactive training tools to teach online safety.
- Cyber Tipline, from the National Center for Missing and Exploited Children. Cyber Tipline handles leads from individuals reporting the sexual exploitation of children.

- Child Safety on the Information Highway. PDF file from the National Center for Missing and Exploited Children.
- Seguridad infantil en la autopista de la información. PDF file from the National Center for Missing and Exploited Children.
- Teen Safety on the Information Highway. PDF file from the National Center for Missing and Exploited Children.
- Seguridad para los jóvenes en la autopista de la información. PDF file from the National Center for Missing and Exploited Children.
- Youth Rules for Online Safety, from the Department of Justice. Six rules for online safety and links to additional information.
- Guidelines for Parents, by safekids.com. For parents of preteen children.
- Guidelines for Parents, by Lawrence J. Magid. For parents of teens.
- My Rules for Online Safety, from the Eugene School District.
- Notes, Advice and Warnings for Kids on the Web, by Stephen Savitzky.
- Online Safety Guide, from GetNetWise.
- Parent's Guide to the Information Superhighway, by The Children's Partnership.
- Assessing Internet Access, by Nancy Kranich, ALA president, 2000–2001, *Media Studies Journal*, Fall 2000, 42–45. "Both children and adults need to learn the critical skills that will help them make good judgments about material on the Internet and elsewhere." (To print the article, set Adobe Reader to print pages 53–56.)
- Encouraging Values over Filters: "By embracing values over filters, we are expressing trust in our children, that they will decide wisely when the opportunity for misjudgment presents itself. By stressing values over filters, we send the clearest message to our children: As is true of the real world, you can go anywhere you wish, and it is ultimately up to you to decide what is right and wrong and face the consequences of your judgment. This, over time, would help enforce personal accountability and a permanent sense of responsibility and self-respect. Nowhere in this process can we turn to cold, impersonal, valueless technology and expect that to help define the moral element of our global civilization."—Robert J. Tiess
- Rules for Online Safety, by safekids.com. Adapted from the brochure "Child Safety on the Information Highway," by Lawrence J. Magid.
- Safekids.com, by Lawrence J. Magid. For parents and kids.
- Safeteens.com, by Lawrence J. Magid. For parents and teens.
- Teen Safety on the Information Highway, by Lawrence J. Magid. Explains the benefits and risks of going online.
- Yahoo!igans Rules for Online Safety, adapted from material by Lawrence J. Magid. Also includes other resources.
- Connect for Kids: "Connect for Kids, an award-winning multimedia project, helps adults make their communities better places for families and children. The Web site offers a place on the Internet for adults—parents, grandparents, educators, policymakers and others—who want to become more active citizens, from volunteering to voting with kids in mind."

## PRIVACY ISSUES

- Privacy Resources for Librarians, Library Users, and Families Prepared by the ALA Intellectual Freedom Committee Privacy Subcommittee.
- Privacy Rights Clearinghouse: "The Privacy Rights Clearinghouse is a nonprofit consumer education, research, and advocacy program. Our publications empower you to take action to control your personal information by providing practical tips on privacy protection. "

- Family Education Rights and Privacy Act (1974): "Congress passed the Family Educational Rights and Privacy Act (also known as the Buckley Amendment) to protect the accuracy and confidentiality of student records; it applies to all schools receiving federal funding. The Act prevents educational institutions from disclosing student records or personally identifiable information to third parties without consent, but does not restrict the collection or use of information by schools. The statute also requires educational institutions to give students and their parents access to school records and an opportunity to challenge the content of records they believe to be inaccurate or misleading."
- Kidz Privacy, found on the Federal Trade Commission's Web site, has information on privacy for children and adults, including safety tips and resources.
- Children's Online Privacy Protection Act (COPPA). Libraries are an important source of Internet access for children, and librarians are primary navigators of information for both children and parents. Librarians need to understand what COPPA is and what it means for libraries, children, and parents. Created by the ALA Office for Information Technology Policy.
- Children's Online Privacy Protection Act, from the Center for Democracy & Technology.
- Analysis of the Children's Online Privacy Protection Act, from the Center for Democracy & Technology.
- Parents' and Teachers' Guide to Online Privacy:
- "Today, more and more children are using the Internet to access the wealth of knowledge and communication that it offers. Because we understand that protecting children's privacy online is a very important job for parents and teachers, TRUSTe has teamed with Classroom Connect to produce the Parents' and Teachers' Guide to Online Privacy."

*Note: The sites on this page were selected based on the connection to children, parents, and libraries and their appropriateness at the time of selection. Exploration of the Web for children always works best when guided by caring adults. The Office for Intellectual Freedom is not responsible for the content of these sites.*

*Links to non-ALA sites have been provided because these sites may have information of interest. The Alpine Public Library, its Board of Directors, the American Library Association, and the Office for Intellectual Freedom do not necessarily endorse the views expressed or the facts presented on these sites, nor do they endorse any commercial products that may be advertised or available on these sites.*

(December 2003)

## **Appendix O: Free Access to Libraries for Minors: An Interpretation of the Library Bill of Rights**

Library policies and procedures which effectively deny minors equal access to all library resources available to other users violate the LIBRARY BILL OF RIGHTS. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the LIBRARY BILL OF RIGHTS states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The "right to use a library" includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, or legal emancipation of users violates Article V.

Libraries are charged with the mission of developing resources to meet the diverse information needs and interest of the communities they serve. Services, materials, and facilities which fulfill the needs and interest of library users at different stages in their personal development are a necessary part of library resources. The needs and interest of each library user, and resources appropriate to meet those needs and interest, must be determined on an individual basis. Librarians cannot predict which resources will best fulfill the needs and interest of any individual user based on a single criterion such as chronological age, level of education, or legal emancipation.

The selection and development of library resources should not be diluted because of minors having the same access to library resources as adult users. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Librarians and governing bodies should not resort to age restrictions on access to library resources in an effort to avoid actual or anticipated objections from parents or anyone else. The mission, goals, and objectives of libraries do not authorize librarians or governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents or legal guardians. Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents or legal guardians who do not want their children to have access to certain library services, materials or facilities, should so advise their children. Librarians and governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies have a public and professional obligation to provide equal access to all library resources for all library users.

Librarians have a professional commitment to ensure that all members of the community they serve have free and equal access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and governing bodies must uphold this principle in order to provide adequate and effective service to minors.

(Adopted June 30, 1972; amended July 1, 1981, July 3, 1991, by the ALA Council)

## Appendix P: Gift Acceptance Policy

### ALPINE PUBLIC LIBRARY GIFTS POLICIES

The Alpine Public Library and its Marathon branch are grateful for donations of materials. Space and staff limitations make it necessary to evaluate all such donations carefully. With the exception of certain types of materials in the genealogy, local history, and archives areas, the library does not rely on donated materials as the primary means of developing its collection.

*The following policies apply to all donated materials or money from any source.*

#### ***Materials Intended for the Alpine Public Library or Its Marathon Branch***

1. All donations to the library become the property of the Alpine Public Library, to use or dispose of as it considers best. The library reserves the right to add donations to the collection or to dispose of them in another way.
2. Donors of more than one bag or box must make an appointment with the director or the director's designee for evaluation.
3. Donations not accepted must be removed from library property immediately.
4. The library does not add donated materials to the collection if they do not meet the library's collection policies and selection criteria. In general, the following materials are **not** accepted for inclusion in the collection:
  - 4.1. Materials more than five years old, except in the case of classics in all fields of knowledge.
  - 4.2. Encyclopedias
  - 4.3. Magazines, including *National Geographic*
  - 4.4. *Reader's Digest* condensed books
  - 4.5. Textbooks
  - 4.6. Materials with torn or missing pages, broken bindings, damaged covers
  - 4.7. Materials that have been written in, highlighted, or underlined
  - 4.8. Copied articles, manuscripts, videos, or audio materials
  - 4.9. Musty, moldy, or mildewed materials
  - 4.10. Materials with insect, rodent, or pet damage
  - 4.11. Materials damaged by food and/or liquids
  - 4.12. Materials that have donor-stipulated restrictions on their use, distribution, exhibition, or retention
  - 4.13. Materials lent to the library on a preview basis, including items donated by the author
  - 4.14. Materials donated as memorials or in honor of someone
  - 4.15. Materials of which the library has sufficient quantities or subject coverage
  - 4.16. Materials the library would not purchase new
  - 4.17. Materials that do not meet the requirements for any of the library's service roles
  - 4.18. Materials that would be weeded because of age, condition, lack of use
  - 4.19. Materials in formats the library does not have or no longer purchases; this includes but is not limited to videocassettes, audiocassettes, and LP recordings

### ***Materials Intended for Re-Reads Bookstore***

Re-Reads Bookstore is a project of the Alpine Public Library and is staffed by the Friends of the Alpine Public Library. The executive director or a designee also manages donations for the bookstore. Donations become the property of the Friends of the Alpine Public Library and are sold in Re-Reads Bookstore and at other events sponsored or attended by the Friends. Proceeds from the sale of these donations directly benefit the Alpine Public Library.

Donors with more than one bag or box of materials must make an appointment with the library's executive director or designee for evaluation. Any materials not deemed acceptable for sale in Re-Reads Bookstore may be offered to the public for free.

The same criteria regulating materials donations to the library apply to donations to Re-Reads, although some materials that might not be suitable for the library's collection might be appropriate for the bookstore. In general, however, Re-Reads does **not** accept the following:

1. Encyclopedias
2. Magazines, including *National Geographic*
3. *Reader's Digest* condensed books
4. Textbooks
5. Materials with torn or missing pages, broken bindings, damaged covers
6. Materials that have been written in, highlighted, or underlined
7. Copied articles, manuscripts, videos, or audio materials
8. Musty, moldy, or mildewed materials
9. Materials with insect, rodent, or pet damage
10. Materials damaged by food and/or liquids

### ***Tax Deductions***

The Alpine Public Library provides a Gift Form (see relevant appendix) for all donations of materials. Donations are tax-deductible; however, federal tax regulations prevent library staff from placing a value on donated materials. Donors are strongly encouraged to compile a detailed list of items prior to donation if the donation will be used later as a tax deduction. Donors may wish to review the following IRS publications:

1. IRS Publication 561: Determining the Value of Donated Property
2. IRS Form 8283: Non-Cash Charitable Donations
3. IRS Form 8283: Instructions

### ***Monetary Donations***

The Alpine Public Library and its Marathon branch welcome unrestricted monetary gifts, as these allow for the greatest flexibility in meeting the library's collection needs.

The library encourages donors to make general recommendations about how they would like monetary donations to be used, for example, type of material, subject area, age level, or a preferred library unit.

The library discourages stipulations that require the library to purchase specific titles with monetary gifts and reserves the right to refuse such donations if the recommended material does not meet the library's collection policies or selection criteria.

Books, videos, and other materials purchased with bequests, memorials, or gifts in honor of someone will be identified with special donor plates when the donor so requests. Notification of memorial contributions or donations in honor of a person or an entity will be sent to appropriate persons.

### ***Special Fund-raising Projects and Book Drives***

Individuals and organization wishing to conduct special fund-raising projects or book drives must discuss these with the Alpine Public Library's executive director and the president of the Friends of the Alpine Public Library.

The library reserves the right to stipulate conditions regarding the types and dispersal of materials or use of funds earned from such projects to ensure that they will benefit the library.

## Appendix Q: Alpine Public Library Gift Form

### Gift Acknowledgment

Date: \_\_\_\_\_

Donor: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

The Alpine Public Library happily accepts donations of books, videos, and other materials from individuals and organizations. Donated items become the property of the Alpine Public Library and will be evaluated for inclusion in the collections in accordance with the criteria stated in the Alpine Public Library Collection Development Policy.

Selection criteria include (1) popular demand; (2) contemporary significance; (3) literary quality; (4) authority and reputation of the author, reader, screenwriter, producer, etc.; (5) favorable reviews in reputable sources; (6) accuracy and currency of information; (7) lack of material on the subject; (8) price, format, and ease of use. In addition, used materials must be clean, undamaged, and unmarked.

Items that are not added to the collection may be given to the Re-Reads Bookstore, donated to another nonprofit organization, or discarded at the discretion of the executive director.

Thank you for your kind donation of:

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It is understood that to be in compliance with Internal Revenue Service regulations, the donor is responsible for determining the value of those items donated. A professional appraisal may be required.

Donor's Name: \_\_\_\_\_

Donor's Signature: \_\_\_\_\_

Director's Name: \_\_\_\_\_

Director's Signature: \_\_\_\_\_

A copy of this letter will be kept on file in the executive director's office.

## Appendix R: Records Retention Policy

AC – After closed

AV – As long as administratively valuable

FY – End of fiscal year

LA – Life of asset

PM – Permanent

US – Until superseded

- Audits: PM
- Tax returns: PM
- Fiscal records (deposits/invoices/cancelled checks): FY + 3 years
- Insurance policies and records: AC+ 4 years
- Equipment and facilities records: FY+ 3 years
- Correspondence: AV
- Executive orders (Policies & Procedures; strategic plans): US
- Public relations records: AV
- Information requests: AC + 1 year
- Plans and planning records: AC + 3 years
- Customer surveys: AC
- Training materials: AV
- Meeting agendas and minutes: PM
- Staff meeting minutes/notes: 1 year
- Raw data (volunteer hours, library statistics): AV
- Patron registration logs: AC
- Usage logs, computers: end of day
- Usage logs, other library materials: 1 month
- Applications for employment, not hired: 2 years
- Applications for employment, hired: AC+5 years
- Employment selection records: 2 years
- Grievance records: AC+2 years
- Personnel documentation (performance reviews, training records): 2 years
- Payroll tax documentation: AC + 4 years
- Employee earnings records: 4 years
- W-4 forms: AC+4 years
- Direct deposit application/Authorizations: US

## Appendix R: Accounting Policy & Procedures

Date / Version: 111107e

### 1. Cash disbursements – To ensure that payments are appropriately disbursed,

- 1.1. Petty cash use requires receipts
- 1.2. Reimbursements for purchases (business-related only) require original receipts.
- 1.3. Travel expenses require receipts and map of route for mileage reimbursement.
- 1.4. Staff and volunteers conducting library business are eligible for reimbursement at the Director's discretion.

**2. Cash receipts – To ensure that cash is accounted for properly,**

- 2.1. Original Re-Reads transaction sheets are filed with proof of deposit.
- 2.2. Front desk sales are recorded separately and filed with proof of deposit.

**3. Accounts with financial institutions – Prudent accounting practices regarding financial institution accounts require that**

- 3.1. Dual signatures are required on all accounts that have checking privileges.
- 3.2. The Executive Director and one signature-approved Board Officer sign checks and initials stubs
- 3.3. Authorized signatories are on file at the institution for each account
- 3.4. All accounts are reconciled monthly, with the Executive Director initialing each reconciliations as evidence that they were reviewed and approved.
- 3.5. All credit accounts are paid in full monthly.

**4. Inventory Control**

4.1. Product (Collections)

- 4.1.1. All materials are assigned a barcode
- 4.1.2. The collection catalog is backed up and maintained offsite
- 4.1.3. A physical inventory is completed no less than every 18 months

4.2. Fixed Assets

- 4.2.1. Computer equipment is the only fixed asset for which the Library maintain records
- 4.2.2. A master copy of the fixed asset inventory is maintained at the library with a copy with the board president

**5. Payroll**

- 5.1. Monthly timesheets approved by director before pay date.
- 5.2. Timesheets, which are initialed by the director to reflect approval, are filed with a payroll payment authorization form consistent with the system in use at the time.
- 5.3. Branch employees submit timesheets under the same procedure

**6. Purchasing – To ensure that only valid, approved vendors are used and timely payments are made**

- 6.1. Vendor selection is the sole responsibility of the Executive Director; no other person is authorized to select vendors
- 6.2. All vendors are paid on net 30 day accounts, unless other arrangements are made by the Executive Director.

**7. Investment Policy**

- 7.1. The chair of the permanent standing Finance Committee periodically reviews the library's investments with the Board of Directors, who in turn are solely responsible for directing the library's investments.
- 7.2. The outcome of an investment review is recorded in the minutes of the board.
- 7.3. A periodic review occurs no less than once in the previous 12 months, preferably when
  - 7.3.1. the outside auditor presents its review, or
  - 7.3.2. in the absence of an outside audit, when the board reviews the previous year's financial summaries.

**8. Protection of Library business Data & Records from Loss**

- 8.1. QuickBooks data are backed up once a week on an external hard drive and stored onsite.

