



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 12/15/2015

Title: Revisions to Library Policy D 32.10 (Meeting Room Use Policy)

Introduction/Background:

The proposed revisions to the Meeting Room Use Policy will update the policy to reflect current practices regarding use of the Meeting Room.

Discussion:

The current policy is not in line with our mission of civic engagement and community gathering place; there were barriers to providing the kinds of customer experience we wanted to give. The old language specifically prohibited any exchange of money during any meeting room activity. As a result, Nonprofits were penalized for accepting unsolicited funds at a lecture or program; we had to exclude much requested and needed educational classes from being offered, only because a cost was associated for classroom materials that the Library could provide; local youth sports leagues and youth clubs were unable to use the Library as a gathering place to sign up for girl scout troops, youth football and soccer leagues; HOAs, knitting clubs and book clubs were turned away if they requested a free will offering to cover the cost of coffee and refreshments at their meetings.

Conclusion:

The revised Meeting Room Use policy will incorporate practices designed to make the policy relevant to our current strategic directions and to benefit community needs.

Recommendation:

It is recommended that the revisions to Library Policy D 32.10 (Meeting Room Use Policy) get approved.

Fiscal Impact:

None.

Board of Supervisor District:

1 2 3 4 5 All

Department: Library

Telephone: 520-594-5600

Department Director Signature/Date: Melinda S. Cervantes 12/2/15

Deputy County Administrator Signature/Date: _____

County Administrator Signature/Date: C. Dunkelberg 12/2/15



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject: Pima County Public Library – Meeting Room Use Policy	Policy Number	Page
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Purpose:

To set forth the primary terms and conditions for public use of library meeting rooms.

Policy:

~~Meeting rooms facilities in libraries are will be provided at no charge to neighborhood community groups and non-profit organizations engaged in for educational, cultural, civic, intellectual or charitable activities.~~

~~Commercial programs and programs designed to solicit business are not permitted. Personal social functions are not permitted.~~

~~An authorized representative for the group must complete the Application for Meeting Room Use. Public inquiries regarding any group's meetings will be referred to the contact person on the application form.~~

~~The library does not guarantee that a meeting room will be available to a group at a specific time. Library and government purposes, such as library programs, staff meetings or government-related activities, have scheduling priority.~~

~~Any group or individual may be prohibited from using library meeting rooms for one (1) year for failing to use the meeting room as scheduled or for violating any of the meeting room use provisions set forth on the application form or in this policy.~~

All functions and events must be free and open to the public.

A. The following requirements apply to meeting room use:

1. The following activities are prohibited:

- a. Any activity that would disrupt Library programs, quiet use or operations;
- b. Commercial programs and programs designed to sell products or solicit business;
- c. Personal social functions; or
- d. Any other activity that is not compatible with the main function of the Library system.

2. Money may be collected only for the following:

- a. Fees of a non-profit educational institutions, community groups and government organizations to cover the cost of study materials used in classes, workshops,

conferences and similar events, provided the fee is not a requirement for attendance or registration;

b. Voluntary donations, dues or membership contributions for non-profit organizations;

c. Free will collections to cover the incidental costs of a non-commercial event (i.e. refreshments); and

d. Registration fees for community based organization activities (e.g. youth sport leagues).

3. Entrance fees and admission charges are not allowed.

4. People attending an event must not be required to sign in.

B. The Application for Meeting Room Use must be completed and submitted by an authorized representative for the group or organization. The individual that completes and signs the application will be held responsible for ensuring that the room is used in accordance with library rules.

C. The following limitations on use apply to all groups and organizations:

1. A meeting room at any one library may be used no more than three times in a three-month period;

2. A meeting room may not be reserved more than 90 days before the use is to take place;

3. Meeting rooms are normally available for use during the library's normal hours of operation, however:

a. Meeting rooms will only be available when not needed for activities sponsored in whole or in part by the Library or for government-related activities; and

b. Meeting rooms may be used before or after regular library hours of operation, strictly at the discretion of the manager.

c. Meeting rooms must be vacated at least ten minutes before the library closes, unless other arrangements have been made with the library manager.

D. A responsible adult must be present at all times during events for youth under the age of 18.

E. Groups and organizations using a meeting room are responsible for:

1. Setting up the room for their use and for cleanup afterwards. At the conclusion of the event, furniture must be returned to the configuration established by the library. The group, organization and the individual that reserved the room are responsible for any damage to library property and any extraordinary janitorial cost; and

2. Publicizing their own events. A copy of all advertisements and announcements must be submitted to Library Administration for approval prior to printing or airing the

ad or announcement. The Library has the discretion to include announcements of community meetings in the Library's on-line calendar of events.

F. Food and non-alcoholic beverages may be served in the meeting rooms.

G. Smoking, tobacco products of any sort, and the use of nicotine delivery smoke-less products (such as e-cigarettes) are prohibited in the meeting rooms and library facility.

- ~~1. All functions and events must be free and open to the public, therefore, except for library-related purposes, no money may be collected.~~
- ~~2. Groups shall not require audience members or participants to sign in.~~
- ~~3. Any community group may book a meeting room. The individual that completed the application form will be held responsible for ensuring that the room is used in accordance with library rules.~~
- ~~4. Unless allowed by the library manager, community groups may use a meeting room no more than three times in a three-month period.~~

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- ~~5. Community groups may schedule a meeting room no more than 90 days in advance. When a study room is not available, literacy tutors and other individuals may use a vacant meeting room at the discretion of the library manager, but may not reserve a meeting room in advance.~~
- ~~6. Meeting rooms are available for group use during the hours the library is open to the public. Meeting rooms may be used before or after regular library hours at the discretion of the manager.~~
- ~~7. Youth groups must have an adult sponsor present at all times.~~
- ~~8. Groups are responsible for publicizing their own events. The Library will, however, include community meetings in its on-line calendar of events.~~
- ~~9. If the group intends to run advertisements in the media or otherwise advertise their program, a copy of each advertisement must be submitted to Library Administration for approval prior to printing or airing the ad.~~
- ~~10. Groups may bring and use their own audio-visual or computer equipment. Wireless~~

~~Internet access is available in all library meeting rooms. Some library audio-visual equipment may be available for use and must be reserved in advance. Library staff will not assist with the operation of any equipment.~~

~~11. Food may be served.~~

~~12. Smoking and alcoholic beverages are prohibited.~~

~~13. Groups must vacate the meeting room ten minutes before the library closes, except where other arrangements have been made with the manager.~~

~~14. Groups are responsible for setting up the room for their use and for cleanup afterwards. At the conclusion of the meeting, furniture must be returned to the configuration established by the library.~~

~~For information about meeting room capacity, equipment or availability contact your local library or check out our facilities at www.library.pima.gov.~~

Disclaimers:

1. The Pima County Public Library reserves the right to revoke permission previously granted if deemed appropriate.
2. Any group, organization or individual may be prohibited from using library meeting rooms for one (1) year for failing to use the meeting room as scheduled or for violating any of the meeting room use provisions set forth above and on the application for use.

—The Pima County Public Library does not advocate or endorse the viewpoints expressed in during any meeting program or the viewpoints and policies of any group or organizations that uses library meeting rooms for an activity or program.

Information:

For information about meeting room capacity, equipment or availability contact your local library or check out our facilities at www.library.pima.gov.

Adopted: August 7, 2007



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: 12/15/2015

Title: Revisions to Library Policy D 32.2 (Circulation Policy)

Introduction/Background:

The proposed revisions to the Circulation Policy will update the policy to reflect current practices regarding interlibrary loans.

Discussion:

The *Interlibrary Loan Service* document, available on the Library website, outlines PCPL's Interlibrary Loan guidelines. It is recommended that they be added to the Circulation Policy and that the *Interlibrary Loan Service* document be discarded as it would then become redundant.

Conclusion:

Revisions to Library Policy D 32.2 would result in Interlibrary Loan policy being more easily accessed by patrons of the library.

Recommendation:

It is recommended that the revisions to Library Policy D 32.2 (Circulation Policy) get approved.

Fiscal Impact:

None.

Board of Supervisor District:

1 2 3 4 5 All

Department: Library

Telephone: 520-594-5600

Department Director Signature/Date:

Melinda Stewart 12/2/15

Deputy County Administrator Signature/Date:

County Administrator Signature/Date:

C. Dunkelberg 12/2/15



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

Subject: Pima County Public Library – Circulation Policy	Policy Number	Page
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Circulation Policy

Purpose:

~~To outline~~ This policy outlines the conditions for obtaining a library card and the privileges and responsibilities associated with the use of a library card for borrowing materials and accessing services.

Policy:

Types of Library Cards: A library card will be provided free of charge to any person who wishes to borrow library materials, access remote databases or use library computers. Only one library card is allowed per individual. The type of service available will depend upon the applicant's residency and age.

Type of Library Card	Eligibility Requirements	Photo ID* & proof of residence required?	Proof of residence required?	Privileges
Pima County Resident Full Service	Primary residence and residential mailing address in Pima County	Yes	<u>Yes</u>	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Use interlibrary loan service • Reserve and use public computers • Access remote databases • <u>Download digital resources</u>
Arizona Resident Standard	Primary residence and residential mailing address in Arizona, but not Pima County	Yes	<u>Yes</u>	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Reserve and use public computers • <u>Access some remote databases</u> • <u>Download digital resources</u>
Visitor Limited	General delivery address in Arizona or primary residence and residential mailing address outside of Arizona in the United States	Yes, unless a minor***	<u>No</u> , but minor must know and provide residence address, phone number and birth date	<ul style="list-style-type: none"> • Borrow library materials** • Reserve library materials** • Reserve and use public computers • <u>Download digital resources</u>
Computer Use	Anyone, regardless of residence	No	<u>No</u>	<ul style="list-style-type: none"> • Reserve and use public computers
Pima County Residential Care Facility	Independent, assisted, group and nursing homes located in Pima County	<u>No</u>	No, a copy of the facilities current license must be provided	<ul style="list-style-type: none"> • Residents may borrow library materials without obtaining a personal library card** • Residents may reserve library materials without obtaining a personal library card**

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Type of Library Card	Eligibility Requirements	Photo ID* required?	Proof of residence required?	Privileges
Linked	Holds of valid and <u>current full service, standard, or limited</u> library card	No, all persons wishing to be "linked" must be present and present a valid library card or photo identification	No	<ul style="list-style-type: none"> • Pick-up and check out materials reserved by other linked members** • Access check-out and account balance of any other linked member

* Pursuant to Arizona Revised Statute, Section 41-5001, a consular identification card issued by a foreign government is not valid identification in Arizona. A consular identification card will not be accepted as the required identification for obtaining a library card.

** The number of items that may be borrowed or reserved will vary with the type of library card. Ask your librarian for details.

*** The minor must know and provide a residential address, phone number, and date of birth.

Obtaining a Library Card for adults: A person must apply for or activate a library card in person at any branch of the Pima County Public Library. The person must provide the identification and proof listed in the table above. Only one card is allowed per individual.

Obtaining a Library Card for a minor:

- A parent or guardian may apply in person for a library card for their minor child. The person must provide the identification and proof listed in the table above. The child need not be present at the time of application. The parent or guardian must agree to be financially responsible for any fees or fines assessed on the minor.
- A parent or guardian may apply for the minor card by completing and signing a Library Card Application provided to the minor child's school by the Library. The parent or guardian must agree to be financially responsible for any fees or fines assessed on the minor.
- If the parent of the minor child is an un-emancipated minor (under 18), only a Limited Library Card will be issued to the child, unless an adult over the age of 18 agrees to be financially responsible for any fees or fines assessed.
- Any minor wishing to obtain a Minor's Limited Library Card, must apply in person at any branch of the Pima County Public Library. The minor must provide the information listed in the table above. The parent(s) or guardian(s) will be notified if a card is issued.

Establishing Linked Library Cards:

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- With the exception of children under 13, all persons that wish to have the benefits of a Linked Library Card must come to a branch library together and present their valid library cards or a photo identification.
- If a child is under 13 years of age, a parent or guardian may appear in person and link to their minor's library account without the child being present.
- A minor may not establish a Linked Library card with anyone except his or her responsible parent or guardian.
- Any member of a Linked Library Card that is over the age of 13 may be removed from the linked service at any time.

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Using a Library Card: To borrow materials a customer must have a current library account. Customers will have access to the services listed in the table above. In the event that the customer does not have his or her current library card when seeking library services, the client may present a current driver's license, an Arizona non-operator's license, a military identification card, or other valid photo identification. (A consular identification card issued by a foreign government is not valid photo identification.)

Library Card Holder Responsibilities:

- The customer is responsible for the timely return of all materials borrowed with his or her card.
- The customer is responsible for paying any and all fines and fees associated with his or her library card use.
- The parent or guardian of a minor with a Pima County, Arizona, or Visitor Library Card is responsible for paying any and all fines or fees associated with the minor's library card use and for the return of all materials borrowed by the minor.
- The parent or guardian of a minor is responsible for guiding his or her minor's Internet use and selection of library materials.¹

Lost or Stolen Library Cards: In order to avoid fees or fines, the library card holder (or the parent or guardian of a minor) must notify the library immediately if his or her library card is lost or stolen.

¹ Library staff is not responsible for a minor's selection and use of any materials or for policing a child's Internet use or monitoring the content or appropriateness of any materials accessed by the minor via the Internet.

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- When the library is notified that a card is lost or stolen, the card will be blocked to prevent further use of the card.
- If a library card is not reported as lost or stolen, the library card holder (or the parent or guardian of a minor) will be held responsible for replacing any materials borrowed and for paying any fees and fines.
- If the loss or theft is not immediately reported, the library may waive accumulated fees and fines upon proof, such as a police report or insurance claim, of the loss or theft.

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Updating Customer Records:

- The library card holder, including a minor who has a “minor library card”, must notify the library of any change in address, phone number or e-mail address.
- The parent or guardian of a minor with a Pima County, Arizona, or Visitor Library Card must notify the library of any change in address, phone number or e-mail address.

Loss of Borrowing Privileges: A library card holder will not be able to borrow materials under any of the following circumstances:

- The customer's borrowing limit of items has been reached.
- The customer's accumulated fines & fees are more than \$5.00.
- The customer's library privileges have been suspended.

Renewals: Most materials may be renewed unless another customer has reserved the item. High demand items may not be renewed. Except for interlibrary loan materials, Customers may renew materials up to four (4) times before they must be returned.

Fines and Fees: A customer will be assessed overdue fines according to the Fines and Fees Schedule. The first three days materials are overdue is called the “grace period”. If materials are returned during the grace period, fines will not be assessed. After the expiration of the grace period, fines will be charged from the original due date.

Fines for overdue materials may be waived under certain extenuating circumstances as described in the Fines and Fees Schedule.

If an item is lost or damaged, the customer may either replace the item or pay the replacement fee established by the Library. If the customer chooses to replace the item, the replacement must be in the same format or medium, and in good condition. The Library will decide whether an offered replacement is acceptable.

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Book Bucks: Minors under the age of 18 and owing fines for overdue materials may earn "Book Bucks" to cover the fines. "Book Bucks" may not be used to replace lost materials or to satisfy collection agency fees. Each year the Library will set a cap on the amount of "Book Bucks" distributed that will be no more than 10% of projected revenues from Fines and Fees. Ask your librarian for details.

Notification from the Library: The library will attempt to notify customers:

- When any reserved material is ready for pick up.
- When borrowed materials are overdue.
- Of the replacement cost of the item(s) that are not returned and of any fines or fees due and owing.²

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Collection Agency: When a customer owes at least \$50.00 in overdue fines and fees, and the balance has been outstanding for at least 50 days, the bill will be referred to a collection agency. Upon such referral an additional collection fee of \$10.00 will be assessed to the customer.

The collection agency may report customers that continue to owe \$50.00 or more to a credit bureau.

If a customer sets up and maintains a payment plan with the library, the collection agency activities will be suspended until payment is complete. However, the \$10.00 collection agency fee will not be waived.

Resource Sharing: Although the Pima County Public Library ("PCPL") strives to have an extensive develop a diverse, strong and balanced collection that serves the needs of the community. However, collection development criteria and budget constraints sometimes mean that the materials sought by a customer will not be available from PCPL.

The PCPL Collection Development Department coordinates the **Interlibrary Loan Service**. When a customer seeks the system cannot provide all materials that may be requested. When materials that are not part of the PCPL collections, the customer has several options for obtaining the desired item: may submit an Interlibrary Loan Request.³ The following conditions apply to this service:

- The customer must have a valid Full Service Library Card.

² A customer may review the list of items he or she has borrowed or has on reserve and the outstanding balance of fines and fees on the Library's website. A parent or legal guardian may request notification of overdue information on his or her child's library card, if the parent has the child's card or the parent has photo identification and verifies the minor's information on file with the library.

³ Audiovisual materials, computer software, or books published within one year of the request date, that are in heavy demand, or that are rare, fragile, or held within PCPL's reference collection may not be borrowed through the Interlibrary Loan Service.

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- No more than six (6) Interlibrary Loan items (checked out and on request) are available to a customer at any given time.
- There is no guarantee that the materials will be available from any other library system.
- The library system which is willing to loan the materials (the lending library) has discretion to provide an original or a copy of the requested material.
- A customer may request the same item only once in a twelve month period.
- Materials may be checked out for three (3) weeks and may not be renewed. Late returns will be subject to fees and fines.
- The materials must be returned to the customer service desk at the same library location where the materials were checked out.
- All labels on the materials must be kept intact and not removed.

PCPL will always try to obtain the requested materials at no charge to the customer. When no lending library will provide the materials free of charge, the customer will be responsible for the costs:

- PCPL will notify customer of the estimated maximum charge from the lending library.
- If the customer agrees to be responsible for the estimated maximum charge:
 - The customer will be required to pay the charge in advance, if required by the lending library; or
 - The actual charge (not exceeding the estimated maximum charge) will be added to the customer's library card account when the materials are received.
- Any late fines or fees charged by the lending library will be charged to the customer.
- ~~Customers that hold a current Pima County Resident Card will be able to use the Interlibrary Loan service⁴. Library Administration will establish guidelines for Interlibrary Loans including the number of active Interlibrary Loan requests that customers have pending at one time. The lending library has the sole discretion to determine whether to loan an original or a copy of the requested materials. In most cases, unless the lending library indicates otherwise, interlibrary loan items may be checked out for three weeks and may not be renewed.~~
- ~~The librarian may be able to offer some or all of the following options:~~
 - ~~Locate a low cost version that the customer might purchase;~~

⁴~~Fees charged by the loaning library for copying or shipping items will be charged to the customer requesting the item. Customers will be notified of the estimated cost of the interlibrary loan, and must pay the same, prior to processing the request. If the actual cost exceeds the estimated cost, the customer must pay the difference. The customer will be responsible for late fines or fees for lost or damaged items at the rates or charges assessed by the loaning library.~~

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- ~~○ Library purchase of the item (the item must meet selection criteria and the purchase must be financially feasible);~~
- ~~○ Direct the customer to databases and web sources that may have the materials.~~

Adopted: August 7, 2007

Revised: March 17, 2009

Revised: June 3, 2009

Revised: July 7, 2009

Revised: August 16, 2010

Revised: October 4, 2011

Revised: December 15, 2015
