

Spring Hill Public Library Policy Manual

FOREWARD

The Spring Hill Public Library is recognized by the Tennessee Secretary of State and the State Library and Archives as a public library of the City of Spring Hill, Tennessee. The statutes governing public libraries and their operation are found in Title 10, Chapter 3 of the Tennessee Code Annotated. The Spring Hill Public Library was authorized by a resolution of the city's Board of Mayor and Aldermen on November 19, 2001 (Resolution #01-38).

The bulk of financing for library operation comes from revenues of Spring Hill. Although finances and personnel services are coordinated through the City of Spring Hill, the Library is governed by a Board of Trustees, appointed by the Spring Hill Board of Mayor and Aldermen. The Library Board appoints a Library Director to be responsible for the operation of the Library.

The Spring Hill Public Library supports and adheres to all laws and policies dealing with equal employment opportunity, the Civil Rights Acts, the Americans with Disabilities Act, fair employment practices, and other federal, state, and local legislation concerned with employment and hiring practices and public library law. Additional policies pertaining to library personnel practices have been implemented and are included in the Spring Hill Public Library Employee Manual.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

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RECRUITMENT OF CANDIDATES FOR POSITIONS

The Spring Hill Public Library is committed to developing a diverse workforce. In hiring new staff and promoting current staff, the library will systematically and aggressively make reasonable effort to provide equal opportunity for all employees and applicants. An applicant pool that is representative of the makeup of the community is desirable. Positions will be advertised as widely as appropriate for the position and, when possible, advertising will be targeted to reach qualified candidates from minority groups and persons with disabilities. Reasonable accommodation will be made in accordance with the Americans with Disabilities Act for applicants and potential employees.

Due to potential conflict of interest, active members of volunteer organizations that are affiliated with the library, such as the Library Board of Trustees (LBOT), Friends of the Library (FOL) and the Spring Hill Public Library Foundation, will not be considered as candidates for library employment.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2023.

By: _____
Chairperson

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STAFF DEVELOPMENT

The Spring Hill Public Library is committed to having a trained and educated workforce. Professional staff is expected to stay familiar with current issues in librarianship by reading professional journals and library literature. Funds are budgeted to purchase the major professional journals and books. Employees will be offered opportunities to attend training sessions and workshops periodically, based on job requirements and training needs. Requests for additional training, workshops, and the purchase of specific items to be used in the training process should be made to the Library Director. In order that training may be shared with other staff, written or oral reports as determined by the Library Director may be required if deemed useful to other staff.

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COMPENSATION

Salary ranges established by job classification for employees of the City of Spring Hill will generally be used in hiring Library employees. New employees are generally hired at the base level of the salary range. New hires may enter at a higher salary range based on exceptional experience, education, or other appropriate factors.

Merit raises, longevity pay, annual bonuses, and cost-of-living increases for City employees are established by the Spring Hill Board of Mayor and Aldermen and are generally given across the board to all employees who meet the established criteria. Library personnel will generally be afforded the same.

The Spring Hill Public Library Board of Trustees expects staff will be able to perform required work within a twenty or forty-hour work week. Staff may not clock-in before shifts are scheduled to begin or remain working after their shift ends without permission from their supervisor. Part-time staff may, when asked by their supervisor or in emergency situations, work and be compensated over twenty hours but may not exceed twenty-five hours in a work week. When full-time staff is required to work overtime, with approval of their supervisor or in emergency situations, compensatory time will be awarded for actual time worked. The Spring Hill Public Library does not budget for overtime pay, which will be paid only under extenuating circumstances when authorized by the Library Director and approved by the City of Spring Hill Administrator.

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Benefits such as health insurance, group insurance, vacation and sick leave, and other miscellaneous benefits are established and administered by the City of Spring Hill. Requests for vacation leave must be submitted to the supervisor in writing at least two weeks before the date that leave will begin. Effort will be made to accommodate leave requests, but staffing needs may preclude approval of all requests. Sick leave may be used for doctor appointments, but, to ensure adequate staffing, time off for doctor's appointments must be submitted at least one week in advance except in emergencies. Sick leave may not be claimed while on vacation leave. Though part-time employees are hourly employees without city-supplied benefits, there is an expectation that part-time staff will request no more than twelve days off per year.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2019.

By: _____
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VOLUNTEER WORK

Citizen Volunteers

The Spring Hill Public Library welcomes and encourages members of the community to volunteer their time and talents to enrich and expand library services. Volunteers are expected to conform to all policies of the Spring Hill Public Library and the rules outlined in the volunteer handbook, and are selected and retained for as long as the library needs their services. Volunteers may be used for special events, projects, and activities or on a regular basis to assist staff. Services provided by volunteers will not be paid for, or counted as library staff hours.

Volunteers may apply for paid positions, but volunteerism does not imbue any applicant with rights to claim any hired position, full or part-time. A volunteer's application for employment will be considered on the same merits as general applications.

Staff Volunteers

Staff may not hold office or membership in any volunteer organization that is affiliated with the library, such as the Library Board of Trustees (LBOT), the Friends of the Library (FOL), or the Spring Hill Public Library Foundation.

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TERMINATION OF EMPLOYMENT

NOTE: At the March 9, 2021 Library Board of Trustees meeting, the Board voted to suspend this policy and defer to the City of Spring Hill's Employee Handbook, p.7: Employment At-Will.

[Begin suspended policy] Employees who resign from their position must give two weeks' notice in order to leave in good standing. Employees who leave in good standing will receive payment for unused vacation and compensatory time as indicated by the personnel policies of the City of Spring Hill, and will be eligible for rehire in the future. An exit interview will be scheduled with the Library Director on the last day of employment. All library property, including keys and identification cards, must be returned before issuance of the final paycheck.

Employees may be terminated for substandard work without notice during the six month probationary period. During and after the probationary period, employees will receive oral and written counseling to improve substandard work before dismissal. If performance does not improve, the employee may be terminated. Serious offenses, such as theft, use of drugs or alcohol while at work, and physical assault, may result in immediate dismissal without counseling. Employees who are terminated may request, in writing, a hearing from the Board of Trustees, addressed to the Chair of the Board. The Chair will schedule a hearing as soon as convenient.

If lack of funding or lack of work necessitates a reduction in staffing levels, the Library Director will determine which positions or which personnel are to be eliminated to cause the least overall negative impact on library services. Longevity and pay grade may or may not be

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factors in the decision, but longevity does not imbue the employee with any claim to a specific position in the library. The Library Director's plan will be submitted to the Board of Trustees for approval before implementation and employees have a right to request a hearing before the Board of Trustees.

[End suspended policy]

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2018.

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LIBRARY STAFF CODE OF ETHICS

The Spring Hill Public Library Board of Trustees endorses the Tennessee State Library Association Code of Ethics, and expects that all staff will strive to maintain the highest levels of personal and professional integrity.

No staff member may accept or solicit any gift or service that is offered to influence the employee's action, seeks to curry special privileges or favors, or is given to reward the employee for doing his or her job. Token items such as food or flowers may be accepted and shared with other staff. Items of value given to an individual employee must be refused or returned to the giver. In exceptional cases where the item cannot be returned, the Library Director will donate the item to an appropriate local charity.

Staff is also prohibited from using their position for private gain and from transacting library business with any entity in which they have a financial interest.

Staff is encouraged to discuss any concerns about their own handling of potential problems with their supervisor or the Library Director before or after a situation has occurred. Serious violation of this policy is reason for dismissal, and minor violations are subject to disciplinary action, including unpaid suspension.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
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STAFF USE OF LIBRARY MATERIALS AND EQUIPMENT

Staff must exercise extreme caution in the access and use of materials and equipment placed in their trust. Library materials or equipment that must be checked out for use by the public must also be checked out by the staff using a valid library card if items are to be removed from the library premises. Equipment use, for which the public is charged, such as copy and fax machines, must be paid for by the staff at the same rate as the public. Office supplies, such as postage stamps, must not be used for personal use. Violation of any part of this policy may be considered theft of property or services and subject to disciplinary or legal action.

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SELLING AND SOLICITING IN THE LIBRARY

No commercial (“for profit”) enterprise will be allowed to solicit patrons on library property, unless part of a library-sponsored event. It is recognized that library employees may engage in the sale of goods or services for profit outside of their employment with the library. It is never appropriate to solicit business from fellow staff members or patrons during library work hours, or to conduct any business transactions during library work hours.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

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POLITICAL ACTIVITIES BY EMPLOYEES

Employees may engage in political activities on their own time. However, the Spring Hill Public Library Board of Trustees limits the employees' right to express their political opinion during work hours. Prohibited activities include, but are not limited to, wearing campaign or political buttons, distributing campaign or political literature, except as permitted in the library's policy on "Distribution of Free Materials," and expressing political opinions while on work time. Attire that promotes a particular political issue, person, or cause is not appropriate library staff attire.

Expressions of patriotism for the United States of America and items urging citizens to vote without any endorsement of a candidate or political party are not included in the prohibitions of this policy.

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HOURS OF OPERATION/HOLIDAY SCHEDULE

The Spring Hill Public Library will be open a minimum of 60 hours each week. The Library Director, with approval of the Library Board of Trustees, will determine days and daily hours of operation.

The library will generally follow the same holiday schedule as the City of Spring Hill. Other closings may be deemed necessary by the Library Director with the approval of the Library Board. The library will be closed the Saturday after Good Friday and the Saturday after Thanksgiving. If the Christmas holiday is on a Friday, Saturday or Sunday, the Library will be closed on Saturday. The Library will close at 5:00 PM on New Year's Eve if it falls during the week. Except in cases of emergency, notice of closing will be posted in the library two weeks in advance and will be reported to the local news media.

Regularly scheduled hours of operation will be established to best meet the needs of the library users and will be evaluated on a regular basis. Current hours of operation are listed in Appendix A.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2020.

By: _____
Chairperson

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INTERNET ACCESS AND COMPUTER USE POLICY

General Statement of Internet Use

The Spring Hill Public Library provides computers and public access to the Internet in support of its mission to provide open access to educational, informational, recreational, and cultural resources, and to affirm its commitment to the principles of intellectual freedom as expressed by the Library Bill of Rights. Internet resources are provided by the library equally to all of its patrons.

Use of Technology Protection Measures

The library employs technology protection measures (Internet filters) provided by the City on all of its computers with Internet access. As required by the Children's Internet Protection Act (CIPA), blocking is applied to visual and textual depictions of materials deemed harmful to or inappropriate for minors. However, these filters are not to be solely relied upon to protect minors from such material, and therefore it is the responsibility of the parent or guardian, not the library, to monitor their children's use of the Internet. The library may provide unfiltered Internet access to adults who request it for uses not in violation of this policy.

Privacy and Confidentiality

To ensure patron privacy and the confidentiality of library records, the library shall not disseminate personally identifiable information about any library user or records regarding their use of the library, except in response to a court order or subpoena.

Liability

Because of the vast scope and diversity of information accessible via the Internet, the library accepts no responsibility for: the accuracy of information found online; debts incurred by

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users from for-pay services through the Internet; damages resulting from loss of connectivity; breaches of personal data; and exposure to malware. It is the responsibility of users to follow local, state and federal laws and regulations, including copyright law, while utilizing the library's computers and its public access to the Internet. Patrons must agree to this policy upon signing in to a public computer or access will be denied.

Guidelines for Computer Use

Library cards are required of all patrons living in Williamson or Maury County. Guests from other counties may show identification to obtain a guest pass. Unpaid fees of \$15.00 or more may result in restriction of computer privileges. There is a daily use time limit for each patron using the computer. Printing is available for a fee in either black and white or color.

Unacceptable Use

Using library computers in an unacceptable manner is prohibited. Unacceptable use includes, but is not limited to:

- Public display of obscene material
- Damaging or attempting to damage computer equipment
- Interfering with library systems operations, integrity or security
- Engaging in activities deemed unlawful according to local, state or federal law [File sharing of copyrighted musical/digital content can be illegal]
- Disruptive behavior

Any patron who is observed using a computer in an unacceptable manner may be subject to:

- Ending of the computer session for the day
- Temporary suspension of computer-use privileges

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- Permanent suspension of computer-use privileges based on repeated violations
- Notification of their actions to appropriate law enforcement officials if it appears that a violation of state or federal law or city ordinance has occurred

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LIBRARY PROGRAMS

The Spring Hill Public Library attempts to present programs for citizens of all ages. Programs may be developed and presented by library staff or may be co-sponsored by the library and other community organizations.

Speakers from community groups and businesses may be invited to present programs on topics of general interest to patrons, or of a timely nature. Generally, no funds are available to pay speakers or performers. Presenters may not directly solicit business before, during, or following a program, although cards and brochures may be left on the display table for attendees to pick up. Fees may be charged to attend any library-sponsored or co-sponsored program.

Authors who are invited to speak at book readings or book signings are allowed to sell their books to attendees.

Library programs are generally open to anyone wishing to attend. If space restrictions or program requirements limit the number of people who may attend, preference will be given to residents of the library's jurisdiction. Persons attending library-sponsored or co-sponsored programs are expected to adhere to the library's policies on patron conduct.

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REGISTRATION OF PATRONS

The Spring Hill Public Library is supported primarily by taxes paid by residents of Spring Hill, Maury County, and Williamson County. Therefore, library borrowing privileges are available at no charge to residents of the city and the two counties. Others may apply for borrowing privileges by paying the current fee established by the Spring Hill Public Library Board of Trustees, which is \$25.00.

Residence/Working Place Requirements

City employees, students attending schools in Spring Hill, Maury or Williamson counties and anyone owning property within this area, may obtain a library card at no charge. Any person or immediate family member employed by a company with a business location in the library's jurisdiction may receive a library card without charge, upon verification of employment.

Juvenile Accounts

There is a minimum age requirement of six years. Parents or legal guardians who meet the residence/working place requirements above must sign the registration forms for persons under 18 years old. Parents or legal guardians are the owners and are therefore considered the borrowers with regards to juvenile cards and are responsible for all material borrowed and have full access to those library account records.

Identification

The library has a responsibility to protect the taxpayers' investment in the collection of the library. Therefore, identification and verification of residence is required to obtain a library card. Identification can be established through a current driver's license, school identification card with picture, or other valid photo identification issued by a governmental agency. If no valid

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picture identification is available, the Library Director may accept other reasonable forms of identification that establish identity. A parent or guardian must assume responsibility for material borrowed by a person under 18 years of age; therefore, it is the adult's identification that is required for registration of a minor.

If the patron's current place of residence is not shown on the picture identification, the local address must be verified by an additional item, such as but not limited to, a rent receipt, voter's registration card or utility bill.

Demographic information, such as age, sex, and race may be gathered in order to plan library services and to document library usage. Reporting of this information is required by state and federal laws. This information is used anonymously (no identifying information is compiled or reported), and is not disclosed in any way that would identify the person registering. All information provided on the registration form is protected by rules and state law pertaining to confidentiality of records and privacy. (See: Tennessee Code, Title 10, *Public Libraries, Archives and Records*; Chapter 8, *Confidentiality of Library Records*.)

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2023.

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CIRCULATION POLICY

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The circulation policy has been moved to Appendix D: Circulation Limits

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USE AND POSSESSION OF LIBRARY CARDS

Library cards are used to identify patrons. Patrons are those who have filled out an application form, qualified for a library card, and who have been issued a barcode number to access their library accounts. Cards should be presented at the circulation desk at the time the patron checks out library materials. It is recognized that circumstances will sometime prevent the patron from presenting a card at check out. The library staff will attempt to accommodate the patron who has registered previously for a card, but is unable to present it.

The staff will ask the patron if the card is temporarily misplaced or forgotten, or if it has been lost. The staff member will advise the patron that the card is similar to a credit card, and could be used by others to check out materials from other libraries, and that the patron could be held responsible for any losses.

If the patron has temporarily misplaced or forgotten the card, the staff member will verify the patron's identity using a driver's license or other form of identification. The patron's account may then be accessed through the circulation database and materials checked out.

If the patron has lost the card, the card will be replaced for free.

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By: _____
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FEES FOR SERVICE

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The Spring Hill Public Library has as its mission the provision of free and open access to information in varied formats. However, there are limits to what can be provided with budgeted funds. Therefore, the Board of Trustees of the Spring Hill Public Library has determined that some services will be provided on a cost recovery basis, passing the cost of these expanded services on to the user. Fees are established when the service clearly benefits an individual user, prevents reuse of materials, or requires exceptional staff time to provide (e.g., printouts from library databases, copier usage, etc.). Fees may also be established for supplemental services, which 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. Fees will be reviewed annually by the Board of Trustees of the Spring Hill Public Library.

See Appendix B (Fines and Fees Schedule) for current service fees.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

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FINES AND RECOVERY OF OVERDUE MATERIALS

Library materials are purchased for use by all citizens of Spring Hill and Maury and Williamson counties. The Spring Hill Public Library has established regulations for the loan of materials, including circulation periods, renewal processes, and fines for late returns. The Board of Trustees of the Spring Hill Public Library believes that the individual 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 library will attempt to recover overdue materials and will notify patrons of unpaid fines and fees according to procedures established by the Spring Hill Library Board of Trustees.

Information regarding overdue and not-returned materials and past-due fines and fees may be disclosed to a collection agency when that agency has entered into an agreement with the library to recover materials or to collect fees and fines. The library will also 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, title, or subjects of lost or overdue materials will not be disclosed without permission of the patron, or in the case of a minor, without permission of the parent or guardian signed on the application.

The fines and fees schedule (*Appendix B*) is effective as of the below date of approval by the Library Board of Trustees.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
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INTERLIBRARY LOAN

The Spring Hill Library participates in the national interlibrary loan program that permits the library to borrow material for its patrons from other libraries. This interlibrary loan service is available to all patrons whose record is clear of fines and overdue items. Books and photocopies of articles from periodicals not owned by the library, or that are otherwise unavailable, may be requested for loan through interlibrary loan. Recordings, microfilm, and genealogy materials may be requested. Items owned by the library, but checked out to another patron, may not be borrowed through interlibrary loan unless the item requested is more than one month overdue. Fulfillment of an interlibrary loan request is not guaranteed.

The library may restrict the number of items requested by an individual to ensure fair, equitable, and timely service within the constraints of budget and staffing. This action will only be taken in consultation with the patron, and alternative sources for service will be suggested. Requests that may violate copyright laws will not be accepted. Photocopies received through interlibrary loan will be stamped with a notice of copyright.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

SELECTION OF MATERIALS

The Spring Hill Public Library provides materials and services to support the informational and educational needs of the citizens of Spring Hill, Maury and Williamson counties. The library's primary function is as a popular materials source, and a child's gateway to learning. Secondary roles are as an independent learning center and as a community information center. These functional roles will be considered in the development of the collection, and will receive priority in the allocation of resources and funds.

Materials will be selected based on positive reviews in professional journals or actual examination and evaluation of materials. Instead of reviews, popular demand (bestsellers, local interest, etc.) may be used as the criterion for selection of materials. Suggestions from the community for items to be considered for purchase are strongly encouraged, but materials must meet selection criteria.

The Spring Hill Public Library does not attempt to acquire textbooks that support local curricula, but may acquire textbooks for general use by the public. Multiple copies of popular books may be purchased to meet demand. Paperback books may be purchased when available to meet short-term demand. The library will attempt to have information available in a variety of formats, including, but not limited to, books, magazines, DVDs and audiobooks.

Objections to items in the collection should be made in writing to the Library Director. (See also "Request for Reconsideration of Materials" policy.) Material that no longer meets the needs of the community, and no longer supports the library's collection will be withdrawn and disposed of in accordance with the library's "Deselection of Materials" policy.

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GIFTS TO THE LIBRARY

The Spring Hill Public Library welcomes gifts of new and used books, audio recordings, videos, and similar materials. Items may be added to the collection in accordance with the selection policy of the library. Once donated, items become the property of the library, and may be given to other libraries and non-profit organizations, sold, traded, or discarded if they are not added to the collection. Donated items will not be returned to the donor, and the library will not accept any item that is not an outright gift. The library will acknowledge receipt of donated items, but is unable to set fair market or appraisal values. It is recommended that the donor make a list of items donated. If items are being donated to obtain a tax benefit, it is the donor's responsibility to establish fair market value or to obtain expert assistance in establishing any value. The library also reserves the right to decide when a gift added to the collection must be withdrawn. This includes items from requests and memorial contributions.

Monetary gifts, bequests, and memorial or honorary contributions are particularly welcome. Funds donated will be used to purchase items in accordance with the selection policy of the library. Books, videos and other materials purchased will be identified with special donor plates whenever possible. Notification of memorial or honorary contributions will be sent to the family of the person being recognized. Suggestions for subject areas or other areas of interest are welcome and will be followed to the extent possible.

Acceptance of donations of equipment, furniture, real estate, stock, artifacts, works of art, collections, etc. will be determined by the Library Board of Trustees based on their suitability to the purposes and needs of the library.

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REQUEST FOR RECONSIDERATION OF MATERIALS

The Spring Hill Public Library welcomes comments and suggestions regarding the continued appropriateness of materials in the collection, especially concerning outdated materials. Suggestions will be considered and utilized by the library in the ongoing process of collection development.

Individuals may take issue with library materials that do not support their tastes and views. Staff is available to discuss concerns and identify alternate materials that may be available. If a patron's concern is not satisfied through discussion with staff, a form is available to request reconsideration. Copies of this Request for Reconsideration form are available at the reference desk or from the Library Director's office (*Appendix C*).

Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged material will be removed solely for the complaint of obscenity or any other category covered by law until after a local court 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.

The Request for Reconsideration form must be completed in full, including patron's name and address. The patron submitting the request must be a resident of the library's service area and hold a valid borrower's card. The Library Director will respond in writing within thirty days of receipt of the patron's request. The response will indicate the action to be taken and reasons for or against the request. An item will only be evaluated for reconsideration once in a twelve-month period.

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A patron may appeal the decision of the Library Director by contacting the Library Board of Trustees Chair and arranging for a formal hearing.

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DESELECTION OF MATERIALS

Materials that no longer fit the stated service roles of the library will be withdrawn from the collection. This may include materials that are damaged, include obsolete information, or are no longer used. Decisions will be based on accepted professional practice and the professional judgment of the Library Director or designated staff.

Items withdrawn from the collection will be disposed of in an appropriate manner, such as transfer to the Friends of the Library for sale, or in the case of excessively worn or outdated materials, discarding into the trash or recycle bin. No items may be sold or given to other groups or individuals without the approval of the Library Director.

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REFERENCE AND INFORMATION SERVICES

The staff of Spring Hill Public Library endeavors to provide accurate information and materials in response to requests from library users in an efficient, courteous and timely manner.

Telephone reference service is usually limited to supplying readily available information that does not require extensive research and that can be accurately imparted over the telephone. Extensive research that requires selection of appropriate materials, interpretation of data and sources, or analysis of information is best performed by the patron. Samples of available materials can be gathered and held for patron pick-up.

The staff will not provide medical or legal information, except to the extent of guiding patrons to the material source. Medical or legal information will not be issued over the telephone.

All requests for reference material are confidential. The staff may consult with each other when necessary to serve the patron or consult with staff at other libraries, agencies, or organizations. Questions are tallied for statistical purposes, and may be compiled to assist in staff training and in selection of needed resource material. In all cases, patron confidentiality and privacy will be maintained.

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HOMEWORK ASSISTANCE

Homework questions from students, regardless of age or grade level, will be answered in the same manner as any other reference question. Priority will be given to questions asked by patrons in the library. Telephone assistance will be limited to short, factual questions that can be answered without interpretation of materials. Materials may be pulled from the shelves and held for patron pick-up. If a teacher informs the library that the search process and use of research materials located is part of the assignment, staff will defer to the teacher's request and limit assistance to helping students to identify sources without supplying answers.

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USE OF MEETING ROOMS

The meeting rooms available in the Spring Hill Library are offered primarily to support library programs and functions which further the mission of the library.

The library is prohibited by the City of Spring Hill, owner of the library building, from offering the use of the rooms to organizations not associated with the library, unless the usage will support the library's mission. The Library Director determines the appropriate use of the meeting rooms. If an organization takes exception to a decision by the Library Director, an appeal may be made to the Library Board Chair.

Meetings must be open to the general public. Meeting rooms are not available for private meetings or functions such as parties or play groups. The library reserves the right to have a staff member present at any time during the meeting. The library does not advocate or endorse the viewpoints expressed during meetings or by meeting room users.

Meeting rooms may not be used for commercial purposes, for the solicitation or development of business, or for profit. Non-profit groups may not ask for contributions or take up collections at meetings held in the library. No selling, solicitation, or taking of orders may occur without written permission from the Library Director. No admission may be charged for programs held in the meeting rooms.

Groups using the meeting rooms are required to set up their meeting, return furniture and equipment to its original location, and leave the room clean and in good condition. It is the responsibility of the group to plan for its own needs. The library may have equipment (such as laptops, projectors, pointers, markers, etc.) available for use, but the availability is subject to budget restraints, and the availability cannot be guaranteed. Staff may not be available to assist

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with equipment. Groups are responsible for paying for the replacement or repair of lost, stolen, or damaged equipment.

Meetings should end no later than 30 minutes before closing and the meeting room should be cleaned up no later than 15 minutes before closing.

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RELIGIOUS PROGRAMMING AND DECORATIONS

As part of the library's role as a community 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 attendance for themselves and their children. Holiday and other themed decorations at the library will reflect the diverse ethnic, racial and religious elements of our population.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

LIBRARY BEHAVIOR

The Spring Hill 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.

Anyone demonstrating disruptive behavior will be warned one time to cease the behavior. After one warning, the staff member may inform the person that he or she is required to leave the library. If the person does not immediately leave the library premises, including parking lot and surrounding property, the staff member may call for law enforcement assistance. The staff member should take all steps not to escalate the situation to a confrontation level. Staff members should never threaten the patron with calling the police. If a call for law enforcement is necessary, it should be done without warning the patron. At the discretion of the staff member, the call may be either to the emergency 911 dispatcher or to the non-emergency administrative number.

Disruptive behavior includes, but is not limited to, noisy, boisterous actions; inappropriate behavior; smoking; running; loud talking; misuse of library property; uncooperative attitude or actions that deliberately annoy others or prevent the legitimate use of the library and its resources. Abusive or profane language and abusive behavior toward staff and other patrons will not be tolerated.

Acts involving lewd or sexual behavior are not appropriate in the library. Persons exhibiting such conduct will be told of the policy, and if the acts continue, will be asked to leave. Serious acts and acts involving minors will be reported immediately to the Spring Hill Police and the Library Director.

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Parents are responsible for ensuring the appropriate behavior of their children while in the library. Parents that do not ensure the appropriate behavior of their children, after one request by staff, may be asked to leave the library.

If a parent or other responsible adult cannot be located, unattended children who are disruptive will be placed in the care of Spring Hill police officers. Under no circumstances will library staff take a child out of the building or transport children to another location.

Food and drink are allowed in the library. However, drinks must be in containers that have a lid or cap. Food should not be eaten during programs when it may disturb other attendees, unless given permission by the presenter. No food or drink is allowed within five feet of the library's public or catalog computers. Patrons who do not clean up after themselves may have this privilege revoked.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

UNATTENDED CHILDREN

The Spring Hill Public Library is a public facility that offers services to a wide range of citizens, and children are especially welcome. The library has the responsibility to provide an environment that is safe and comfortable for every patron who is appropriately using its services and facility.

Children eight years of age or under cannot be left unsupervised in any area of the library. If a parent cannot be located, staff will call the Spring Hill Police Department to report an abandoned child.

Older children who are disruptive, and who are unaccompanied by an adult, will be asked to cease the disruptive behavior. If it continues, a parent or guardian will be contacted, and if needed, the Spring Hill Police Department.

If a parent or guardian can take charge of the child within an hour, the child may remain on library premises. If not, the library staff will contact the Spring Hill Police Department to take charge of the child until parents or guardians can pick up the child. If a parent or guardian cannot be contacted, the library will contact the Spring Hill Police Department to take charge of the child.

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 minutes after closing will be left in the care of the Spring Hill Police Department. Under no circumstances will staff transport children in a vehicle or accompany them home.

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Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

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USE OF PERSONAL EQUIPMENT IN THE LIBRARY

Personal equipment, such as computers, tablets, calculators, etc., may be used if the noise level is low and use does not interfere with others. Audio equipment must be used with headphones and kept to a volume that cannot be heard by nearby patrons.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____

Chairperson

Spring Hill Public Library Policy Manual

THEFT OF LIBRARY MATERIALS

Library materials are purchased with money from taxpayers. To protect the taxpayers' investment, staff may ask to conduct an examination of book bags, backpacks, briefcases, and other large containers taken out of the library by a patron. Any items that have not been checked out will be returned to the circulation desk to be checked out appropriately. If staff believes that theft was intended, the police will be immediately notified. Vandalism of library materials will be reported to the police.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2018.

By: _____
Chairperson

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DVD AND VIDEO GAME CIRCULATION POLICY

The Spring Hill Public Library serves the educational and entertainment needs of patrons of all ages. Library materials may contain mature content. In accordance with Tennessee State Law 39-17-911, DVDs that are determined to contain mature content, such as a rating of R-Restricted or NC-17 from the Motion Picture Association of America (MPAA), or MA from the Federal Communications Commission (FCC) will not be circulated to patrons under the age of 18. This does not apply to streaming videos available on library electronic subscription databases, where circulation is not controlled by the Spring Hill Public Library.

However, these ratings are not always assigned to all material, and are not to be solely relied upon to protect minors from material that a parent or guardian may find objectionable, therefore it remains the responsibility of the parent or guardian to monitor what their child has checked out.

Furthermore, no video games will be circulated to patrons under the age of 18, regardless of content rating, due to the high cost of replacement.

Approved by the Spring Hill Public Library Board of Trustees on this _____ day of _____, 2019.

By: _____
Chairperson

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Library Procedure in Case of Pandemic

A pandemic is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population, such as an influenza outbreak. Should such an outbreak occur in Spring Hill, the Library Board Chair and the Library Director shall make a decision on whether to remain open to the public or to close the library. As the City's most public-facing department, serving both the very young and the very elderly, it may be necessary to close when other City Departments continue service.

In the instance of City closure:

- The Library will follow all City guidelines and procedures.
- The Library Director and Assistant Director are responsible for building maintenance checks during closure.
- The Library Director and Assistant Director are responsible for all communication with staff and the public.
- Material late fees would be waived during the period of closure.

In the instance of closure of the Library but not the City as a whole:

- If the instance of closure is due to a staff member or patron who has tested positive for the virus, all staff, including part-time, shall be paid.
- If the closure is due to precaution, part-time staff could be asked to stay home without pay, unless a library project (such as deep cleaning, shelf-reading, library inventory, etc.) is implemented by the Library Director.
- Full-time hourly staff would have the option to either stay home without pay, or to take annual or sick leave, or to work on the Library project at regular pay for as many hours as needed, not to exceed 40 hours per week.
- Salaried staff would report for all 40 hours per week, or may take annual leave or sick leave.

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- If staff are in the building, material returned to the drive-up drop box will be checked in.
- If staff are not in the building, material late fees will be waived during the period of closure.

In the instance of continued operation:

- Library programs such as story time may be suspended.
- Masks and gloves will be provided to staff, if available.
- The Library will be deep-cleaned daily, including door handles, telephones, keyboards.
- Patrons will be encouraged to renew library materials by phone or online and utilize the drive-up drop box.
- Some computers may be shut down and some chairs may be removed from study tables to reduce close proximity and decrease chance of contagion.
- The Library Board Chair and the Library Director shall make the decision regarding requiring the wearing of masks and checking of temperatures for the library staff and public.

Conditions for re-opening the library shall be at the discretion of the Library Board Chair and the Library Director.

While being mindful of cleanliness, the nature of libraries and their use (large population, heavy use, close quarters and shared resources such as books, toys, etc.) prevents the Library from guaranteeing a sterile environment. Therefore, the Library assumes no responsibility for contraction of a contagious disease or other ailment.

Signed _____ Chair Date _____

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Appendix A

Library Hours of Operation

Monday	8:30 AM - 7:30 PM
Tuesday	8:30 AM - 7:30 PM
Wednesday	8:30 AM - 7:30 PM
Thursday	8:30 AM - 7:30 PM
Friday	9:00 AM - 5:00 PM
Saturday	9:00 AM - 5:00 PM
Sunday	CLOSED

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Appendix B

Fines and Fees

Books & audio CDs	\$.25/day
DVD	\$.25/day
Playaway, View, Tablet, Backpack	\$1.00/day
• \$5 fee for putting tablet or Backpack in drop box	
ILL	\$3.00/day
wifi hotspots	\$3.00/day
• \$5 fee for putting hotspot in drop box	
Individual fine limit	\$15.00
replacement library card	free
B&W copies & printouts	\$.20 each
color copies & printouts	\$.75 each

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Appendix C: Request for Reconsideration of Library Resources

The Library Board of Trustees of the Spring Hill Library has delegated the responsibility for selection and evaluation of library resources to the Library Director, and has established reconsideration procedures to address patrons' concerns about those selections. Completion of the form is the first step in those procedures.

If you wish to request reconsideration of library resources, please return or mail the complete form to the Director of the Spring Hill Library. The Library Director will answer the request in writing, with copies to the person making the request and to the Chairperson of the Library Board of Trustees.

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Date of this request _____

Do you represent: Yourself? _____ Organization? _____ (please list below)

Name of Organization _____

Please use the back of this sheet to answer the questions below. Attach additional pages if necessary.

1. Title _____

Author/Producer _____

Format (book, video, magazine, etc.): _____

2. What brought this resource to your attention? _____

3. Have you examined the entire resource? _____

4. What concerns you about the resource? _____

5. Are there resources you suggest to provide additional information and/or other viewpoints on this topic? _____

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Appendix D

Circulation Limits

The Library Board of Trustees has established the following circulation periods for library items and numbers of items that patrons may check out:

Books and audiobooks	21 days	30 per library card; may be renewed
*DVDs	7 days	10 per library card; may be renewed
Bookpack	21 days	1 per family; on adult card only; may be renewed
Wi-fi Hotspots	7 days	1 per family; on adult card only; no renewal
*Video games	7 days	1 per family; on adult card only; may be renewed
Kindles	7 days	1 per family; on adult card only; may be renewed

*Please see also DVD and Video Game Circulation Policy.

Appendix E

**SPRING HILL PUBLIC LIBRARY
TITLE VI DISCRIMINATION COMPLAINT FORM**

Note: We are asking for the following information to assist us in processing your complaint. If you need help in completing this form please let us know.

- 1. Complainant's Name** _____
- Address** _____
- City, State and Zip Code** _____
- Telephone Number (home) ()** _____
- (business) ()** _____

- 2. Person discriminated against (if someone other than the complainant)**

Name _____

Address _____

City, State and Zip Code _____

- 3. What is the name and location of the institution or agency that you believe discriminated against you?**

Name _____

Address _____

City, State and Zip Code _____

Telephone Number () _____

- 4. Which of the following best describes the reason you believe the discrimination took place? Was it because of your:**

a. Race/Color (specify) _____

b. National Origin (specify) _____

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5. What date did the alleged discrimination take place? _____

6. In your own words, describe the alleged discrimination. Explain what happened and who you believe was responsible. _____

7. Have you tried to resolve this complaint through the internal grievance procedure at the institution or agency? ___ Yes ___ No

If yes, what is the status of the grievance? _____

Name and title of the person who is handling the grievance procedure.

Name _____

Title _____

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8. Have you filed this complaint with any other federal, state, or local agency; or with any federal or state court? Yes ___ No ___

If yes, check all that apply:

Federal agency ___

Federal court ___

State agency ___

State court ___

Local agency ___

Please provide information about a contact person at the agency/court where the complaint was filed.

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number () _____

9. Do you intend to file this complaint with another agency? Yes ___ No ___

If yes, when and where do you plan to file the complaint?

Date _____

Agency _____

Address _____

City, State, and Zip Code _____

Telephone Number () _____

10. Has this complaint been filed with this agency before? Yes ___ No ___

If yes, when? Date _____

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11. Have you filed any other complaints with this agency? Yes ___ No ___

If yes, when and against whom were they filed?

Date _____

Name _____

Address _____

City, State, and Zip Code _____

Telephone Number () _____

Give a brief description of the other complaint _____

What is the status of the other complaint? _____

12. Please sign below. You may attach any written materials or other information that you think is relevant to your complaint.

Complainant's Signature

Date

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