

POLICIES OF THE WHITE HOUSE PUBLIC LIBRARY

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A. GENERAL

1. The library hours of operation are:

Monday, Tuesday, and Thursday	9:00-8:00
Wednesday	9:00-5:00
Friday	Closed
Saturday	9:00-4:00
Sunday	Closed

Hours of individual work by the staff will be set by the librarian

2. Holidays to be observed are:

New Year's Day	January 1 st
Martin Luther King, Jr. Day	3 rd Monday in January
President's Day	3 rd Monday in February
Memorial Day	Last Monday in May
Independence Day	4 th of July
Labor Day	1 st Monday in September
Columbus Day	2 nd Monday in October
Veterans Day	November 11 th
Thanksgiving Day	4 th Thursday in November
Christmas Eve	December 24 th
Christmas Day	December 25 th

The library follows the city's policy for legal holidays.

3. The library shall not store material of any organization except the White House Public Library.
4. Any exhibits or displays sponsored by the library must be authorized by the board.
5. Standing committees shall be appointed annually by the chairman.

6. New members of the Library Board shall be appointed by the Board of Mayor and Aldermen. The Library Board shall consist of the mayor or his designee, and six citizens, four of which must be city residents (Ord. No. 2-201 of The White House Municipal Code.).

B. POWERS AND DUTIES OF THE LIBRARY DIRECTOR

1. The librarian shall keep accurate records of:
 - a. Circulation of all items by patrons.
 - b. Public computer usage by patrons and visitors.
 - c. Registration of borrowers.
 - d. Notification of borrowers regarding overdue books and materials.
 - e. Funds collected from overdue fines, donations, services fees, etc. as well as any waived fines for system errors, human errors, or other special reasons that are approved by the library director.
 - f. Record of memorial books and sending written acknowledgments.
 - g. All materials holdings, including acquisitions and withdrawals.
2. The librarian:
 - a. Attends meetings of the Library Board and makes regular bi-monthly reports on circulation, finances, activities, etc. to the board
 - b. Makes recommendations to the board on ways to improve the Library's service to the community and implements decisions made by the board.
 - c. Attends in-service training programs and state professional meetings when possible.
 - d. Makes a monthly report on circulation to the Regional Director.
 - e. Sees that the disruptive behavior policy is enforced in the library.
 - f. Sees that materials on the shelves are in good order and shelves are periodically read and weeded.

- g. Sees that all materials purchased for the White House Public Library are classified, catalogued and processed.

C. BORROWERS

1. Patrons 17 years of age and older must submit a library card application and provide the following to receive a library card
 - A valid legal ID (Driver's License, State ID, Military, Passport) with current address, OR
 - A valid legal ID and proof of address.

By clicking submit and accepting the library card, patrons agree to accept all the library rules and policies.

2. Juveniles 16 years of age and under may apply for a library card with a parent, legal guardian, or legal caregiver acting as the responsible party. The parent, legal guardian, or legal caregiver must present a valid picture ID and proof of address. The parent/legal guardian/legal caregiver and the juvenile must both be present at the time of application. By submitting the application, the parent/legal guardian/legal caregiver agrees to accept full responsibility for any items borrowed, damaged, or lost, and any fines incurred on the juvenile card.
3. Library cards are issued free of charge to Tennessee residents. Individuals residing outside the state are eligible for an out of state card, which has a 1-year validation and an annual fee of \$10 for adults and \$5 for juveniles.
4. Patrons who pay for an annual friends of the library membership will be given special check out privileges. These privileges include 3 weeks checkout and 3 weeks renewal on all items excluding hot spots. These privileges must be renewed every year.
5. Local teachers may apply for a special teacher's card. In addition to meeting the general library card application requirements, individuals must show their most recent pay stub. All teacher cards will automatically expire on September 1. Individuals will have to show their most recent pay stub to renew their teacher status. A teacher's card will be eligible to check out up to 40 items, but the limits on specific item type will be the same as regular cardholders. Teacher items will checkout for 3 weeks (excluding technology devices) and will be eligible for 2 two week renewals if the items are not on hold.
6. Library cards shall be issued with an expiration date of 2 years to be updated bi-annually in the computer.
7. Patrons must come into the library to update their library privileges.
8. Borrower identification may be requested at the discretion of the library staff.
9. All cards unused for 3 years will be discarded.

D. ACQUISITIONS

1. All gifts and memorials shall be approved by the librarian and/or board before being added to the library.
2. A volume shall be placed in the library in memory of any deceased board member who has served since 1987.
3. All gifts to the library become the sole property of the library and their placement and/or disposal shall be at the sole discretion of the library director or board. All fines, donations, or memorial gifts to the library go to the White House Public Library.
4. The library will not accept donations if the items are stained, have water damage, mold, bugs, offensive odors, are dirty, dusty or yellowing. The library will not accept VHS tapes, books that are more than 10 years old that are not of historical value or needed in the collection, encyclopedias, reader digest, or textbooks. The library may also refuse to accept donations that fall within the guidelines if there is limited space available. The library will only accept 2 boxes or 4 bags of items from a patron at a time. It is requested that patrons call the library in advance before bringing in their donations.
5. The library will accept items in exchange for fines only on a need-based system. If the library director believes the library needs or can utilize an item(s) that a patron is willing to donate, then the director may decide to waive that individual's fines in exchange for the item(s). The director will decide the amount of fines to be waived. Patrons are not allowed to set the value of an item. If the director believes that the item(s) will not be an asset to the library, then all donated items will be considered a regular donation. Once the regular donation is given to the library, it then becomes the sole property of the library and the library will decide on its use as the organization sees fit.

E. CIRCULATION

1. Patrons may only check out four items, excluding technology devices, on their first visit. Hot spots are the only tech device that may be checked out on first visit. After those items are returned, they may check out 25 items on a card with a limit of 5 DVDs, 5 audio books, 5 music CDs, 5 magazines, 5 puzzles, 5 board games, 5 video games, 5 cake pan and 5 plush sets. Patrons must have their card for 30 days before being eligible to check out non-hot spot/Steam pack technology devices. Patrons may check out one of each type of technology device per card. Technology devices may not be checked out on a child's card.
2. Technology devices include but are not limited to: hot spots, kindles, tablets, launchpads, playaway views, Chromebooks, steam packs, etc. A patron must present a valid driver's license to checkout a technology device that's value is over \$100 and sign a technology circulation form. The form and a copy of the patron's driver's license will be kept on file until the device is returned. Then the copy of the driver's license will be shredded. All technology devices must be turned in at the front desk to a library staff. Technology devices can only be checked out on an adult card. Patrons must have their card 30 days to check out a technology device and have an account balance of \$0.
3. Materials are checked out only to persons with valid library cards and whose fees do not exceed \$10.00. Patrons must have an account balance of \$0 to check out technology devices.

4. All patrons must present their valid White House Public Library card in order to check out materials. Patrons may present a positive ID, such as a valid driver's license with picture up to five times, at which time they must pay for a replacement card to check out material.
5. Individuals may not use another patron's card to check out items, due to privacy issues and verification of residency. Individuals may only use another person's card if 1) they are the legal guardian of a child and the child is either present or the guardian's card has less than \$10 fines on his/her account, or 2) the patron has signed a circulation release form allowing another patron access to his/her card. Patrons may not use another person's card to check out a technology device.
6. A patron may only give another individual permission to use his/her card if the following criteria apply 1) the patron has a medical condition or is elderly, causing the patron to be unable to make it to the library on his/her own; 2) the patron is going on vacation for a short period of time and is having another individual care for family members; or 3) the individual has talked with the library director and has been approved for a special reason not listed above.
7. Patrons should notify the library immediately of change of address, phone number, etc.
8. Patrons are responsible for all materials checked out on their library card. Patrons are to notify the library IMMEDIATELY upon loss or theft of their library card, in order to avoid unnecessary charges or fines. Lending library materials to others does not relieve the card holder of responsibility for items checked out on his/her card or for fines or other charges that may accrue. Patrons must sign a release form to lend their card to another patron.
9. All items check out for 2 weeks, unless they are checked out on a friends of the library card, which has different privileges. All items, except technology devices, may be renewed 2 times unless another patron is waiting. After the renewals, the materials must be returned to the shelf for 24 hours, after which the material may be checked out again to the same patron.
10. If a patron continues to check out and lose/damage a specific type of item or if staff have to turn off a hot spot or a Chromebook because it is past its due date more than 3 times, then that individual may be banned from checking out that type of item(s).
11. The library assumes no responsibility for damage caused to a borrower's DVD player or game system by a library movie/game.
12. Copyright laws limit movies to home viewing only and prohibit their duplication.
13. No item shall leave the library until it has been processed.
14. Valuable volumes are to be used only under the librarian's supervision in the library. The user must register with the librarian before using these materials in the library, and the librarian shall check off the user's names on return of the same.

F. COMPUTER CIRCULATION

1. The library provides public access computers, laptops, tablets and WIFI for checkout.

a. Children under 12 years of age must have adult supervision to use a computer. Children ages 13 to 17 years of age must have a library card to check out a computer. Children under the age of 8 must be supervised while parent or guardian is using the computer. Parents/legal guardians assume responsibility for anything their children may access on the Internet. The Library is not responsible if children violate Library or parental rules. The Library's computers are not under constant employee supervision.

b. Computers check out for a 60 minutes session but will automatically go into extra time if not all of the computers are occupied.

c. Filtering software is on all public. Users, 17 years of age and older, are by law considered adults and have the right to request that the filtering software be disabled while they are on the Internet.

d. Library staff is here to aide in understanding and using the computers. Staff members are not able to type in personal/private information while assisting patrons as this is a breach of privacy and put staff at risk of liability. If patrons are unable to use a computer on their own, it is recommended that they bring someone to assist them or they may set a one-on-one help session/attend library computer classes during their schedule times.

e. Adults without a library card may checkout the computers as a guest. If a patron lives in the surrounding area, they may check out a computer 12 times as a guest, before being required to get a library card.

2. Patrons do not have to have a library card to access the library's WIFI.

3. To checkout a laptop, the patron must have a driver license, which will be given to the staff upon checkout. Laptops are only for in-house use and may not leave the building. Once the patron has returned the laptop, the staff member will return the patron's ID. The patron is guaranteed a 60 minute session with the laptop unless no one is waiting at which time the patron may keep the device longer.

G. OVERDUES/FEES, DAMAGED, AND LOST/CLAIMS RETURNED MATERIAL

1. Overdue fines and service fees are as follows:

- Children's and juvenile books: 1- day grace period. \$0.10 per item, per day. \$3.00 maximum per item.
- All DVDs, Video games, board games, audio books, music CDs, plush sets, puzzles, cake pans, adult and YA books : 1 day grace. \$0.10 per day. \$5.00 maximum per item.
- Technology devices and STEAM packs: No grace period. \$1.00 per day. \$10.00 maximum per item.
- Hot Spots: No grace period. \$3.00 per day. \$30.00 maximum.
- Faxes: \$1.00 per page. Cap at \$10 charge.

2. A first notification via automated E-mail or PhoneTree will be sent to patrons with materials 7 days overdue. After 14 days, the patron is sent a second reminder in the same manner. At 21 days, the patron is sent a letter by first-class mail.
3. Once material has been kept out of the library for 3 months the library will send one more final notice through mail with option of sending it certified. The patron's account will be charged any late fee, replacement cost fee, and certified fee 30 days after their final notice. Unless the fee is paid, the borrower shall lose library privileges. Once an item has been late over 4 months, the librarian has the option to turn the patron's contact information over to the city attorney.
4. The patron is responsible for alerting the staff to an item that is damaged at checkout. Failure to do so will result in the patron being charged for the cost of the item. Missing or lost CDs, games or DVDs are to be paid by the last person who checked the material out.
5. When a patron claims that a library item still checked out to him/her has been returned, library staff are to follow this procedure:
 - a. Check the stacks first to see if they can locate the item(s).
 - b. If the item(s) is not located, renew the item(s) and ask the patron to continue to search for the item(s).
 - c. If the patron cannot find the item after that 2 week period, then staff will mark the book claims return.
 - d. Staff will then use the wand and RFID tag finder to search for the item(s).
 - e. If the item(s) is still not found, the patron will be charged for the missing item.

H. FINES AND SERVICES COST

Overdue books, audio books, music CDs, magazines, plush sets, puzzles, board game, DVDs, video games, cake pans	\$0.10
Overdue Tech devices and STEAM packs	\$1.00
Overdue Hot Spots	\$3.00
Book Drop Charge for Tech Devices and Bagged items	\$1.00
Computer Print outs	\$0.20 Black and White, \$0.50 for color
Faxes	\$1.00
Replacement Card	\$1.00
Out of State fee, adult	\$10.00
Out of State fee, child	\$5.00
Lost items	Varies, based on cost of item
Damages	Varies, based on cost of repairs

I. USE OF THE BUILDING

1. Special use of the library must be made in advance with the librarian. This includes class visits, special functions, story hour, large tutoring groups, etc.
2. Individuals inside or outside the building may be held liable for any damages/vandalism that the said individual(s) causes. Upon determination of the cost of repairs to the damaged area/item, the library director has the right to add said cost to the individual's library card or file a vandalism report with the White House Police Department for large expenses. If the individual does not have a library card, the individual will be banned from the library and the library director and library board will decide whether to pursue additional charges.
3. Use of the facility shall be kept in compliance with current city rules and regulations.
4. Study rooms will check out for a two hour period and may be renewed if no one is waiting. Staff have the authority extend reservation times of a study room for an individual/group for special circumstances e.g. club projects, government/job training, etc. Study rooms 1 & 2 may be reserved one month in advance on a first come first serve bases. Reserved rooms will only be held 30 minutes passed their reservation time unless a patron calls to say he/she is on the way. Then the room may be held longer. The library director has the right to restrict a patrons right to reserve a study room after 2 no shows without prior cancellation.
5. Groups may reserve the Story Time Room only during the following times: Monday, Tuesday, and Thursday 6:00pm to 7:45pm; Wednesday 1pm to 4:45pm; Saturday 9am to 3:45pm. If the library is having a special event or a program that runs over, the group will not be given the space. This space will only be reserved for programs that are educational, meet a community need, and that are suitable for the space. Birthday parties, family gatherings, or activities that are not suitable for the space and could cause damage e.g. cooking classes, exercise classes, etc. will not be allowed. If a group can fit in the study rooms, they will be required to reserve one of those spaces before being given the story time room. A single individual will not be allowed to reserve this space. This room may be reserved one month in advance for up to 4 hours.
6. Use of the study/story time room(s) shall be in keeping with the following:
 - a. The electronic calendar is to be maintained on Google Calendars.
 - b. The person or persons in charge of the group having the meeting are responsible for the room and for the conduct of the meeting.
 1. The meeting must be orderly.
 2. The meeting cannot interfere with the normal library activities.
 3. The group must set up the meeting room before their meeting, and must return the room to its prior condition following the meeting.
 5. No food or drinks are allowed in the study/story time room.

6. The library director has the right to charge the individual's who checked out the study room the cost of any damages/vandalism that occurs while checked out to that individual.

c. A copy of library rules for use of the meeting room shall be posted in each study room.

d. Those without a library card wishing to use the study/story time room will have to complete a room checkout form.

J. PRESENTATION EQUIPMENT

1. The library offers the following presentation equipment for checkout:

- a. Projectors
- b. Web cameras
- c. Laptops
- d. Presentation clickers
- e. Display easel

All of these items must remain in the building. Patrons may use the above listed material for the entire day unless another patron is waiting. Patrons must ask staff at front desk in order to access and use these items. If the patron damages the item while it is in use, they will be charged the repair or full cost of the item. The cost of each item is as follows:

- Projector: \$300
- Web cameras: \$35
- Laptops: \$500
- Presentation clickers: \$20
- Display easel: \$30

Revised by library board on March 10, 2022