

*Revised by library board on March 10, 2022*

## **A. Hours and Holidays**

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 <sup>st</sup>              |
| Martin Luther King, Jr. Day | 3 <sup>rd</sup> Monday in January    |
| President's Day             | 3 <sup>rd</sup> Monday in February   |
| Memorial Day                | Last Monday in May                   |
| Juneteenth                  | 19 <sup>th</sup> of June             |
| Independence Day            | 4 <sup>th</sup> of July              |
| Labor Day                   | 1 <sup>st</sup> Monday in September  |
| Columbus Day                | 2 <sup>nd</sup> Monday in October    |
| Veterans Day                | November 11 <sup>th</sup>            |
| Thanksgiving Day            | 4 <sup>th</sup> Thursday in November |
| Christmas Eve               | December 24 <sup>th</sup>            |
| Christmas Day               | December 25 <sup>th</sup>            |

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.).

*Revised by library board on September 8, 2022*

## **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 and city.
  - 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.

*Revised by library board on September 14, 2023*

### **C. ADULT BORROWERS**

1. Patrons 18 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.

Patrons are responsible for returning items on time and in the condition it was checked out. Patrons will agree to pay any fee for damaged, missing or late items. Patrons should alert staff immediately if after checkout they find an item damaged or missing a piece. Failure to do so may result in the patron being charged for the item. The WHL does not endorse the items in

its collection. It is the patrons' responsibility to review the content of the material they checkout. By clicking submit and accepting the library card, patrons agree to accept all the library rules and policies.

2. 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.
3. 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.
4. 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.
5. Adult patron may apply for an electronic library card. This type of card will allow patrons to checkout eBooks, downloadable audiobooks, or use the Universal Class database. Patrons will not be allowed to check out any physical items with this type of card. Patrons do not have to come into the library to obtain an e-library card, but must fill out our application online. If a patron wants full checkout privileges, they must come into the library and show proof of address. Juveniles cannot apply for e-library cards.
6. Library cards shall be issued with an expiration date of 2 years to be updated bi-annually in the computer.
7. Patrons may update their library privileges by phone or in person.
8. Borrower identification may be requested at the discretion of the library staff.
9. All cards unused for 3 years will be discarded.

*Adopted by library board on September 14, 2023*

#### **D. JUVENILE BORROWERS**

1. Juveniles 17 years of age and under may apply for a library card with a parent, legal guardian, or legal caregiver acting as the responsible party unless they have been emancipated under state law. Emancipated minors may apply for a library card as a legal adult by showing the court document to verify they are emancipated. The parent, legal guardian, or legal caregiver of a non-emancipated minor 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.

2. The parents/legal guardians/legal caregivers are responsible for returning the items their child checks out on time and in the condition it was checked out. Parents/legal guardians/legal caregivers will agree to pay any fee for damaged, missing or late items. It is the parents/legal guardians/legal caregivers' responsibility to alert staff immediately if after checkout they find an item damaged or missing a piece. Failure to do so may result in the parents/legal guardians/legal caregivers being charged for the item.
3. The White House Library does not endorse the content in the collection. The WHL arranges items based on the reading level of items, not based on content or age appropriateness. It is the parents, legal guardians or legal caregivers' responsibility to determine if the content and subject matter of an item is appropriate for their child. In the event that a child checks out an item from the White House Library that the parents, legal guardians or legal caregivers deems inappropriate, it is their responsibility to remove the item from the child's possession and return it to the White House Library.
4. It is the parents, legal guardians or legal caregivers' responsibility to supervise their child while at the White House Library and ensure their child does not view, engage with, or otherwise consume an item they deem inappropriate for their child even if the parents, legal guardians or legal caregivers are not physically present at the White House Library with their child.
5. There are certain items in the WHL collection that would fall under the purview of T.C.A. 39-17-911(a)(1)-(2) if such items were "exhibit[ed] or ma[d]e available to a patron's child. As such, the parents, legal guardians or legal caregivers acknowledge that any item in the White House Library collection is not "exhib[ed] or ma[d]e available" to their child by virtue of the White House Library having the item in its collection and/or placing the item on a bookshelf or display. Without a library card, a child cannot check out any such item. Thus it is the parents, legal guardians or legal caregivers who are the party responsible for giving their child access to the items in the White House Library collection by signing the child up for a library card.
6. The parent, legal guardian or legal caregiver must agree and sign the juvenile permission form in order to obtain a library card for a minor. If the legal guardian refuses, then the juvenile will be denied a library card and access to all library material.

*Revised by library board on March 10, 2022*

## **E. 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.

*Revised by library board on March 14, 2024*

## **F. CIRCULATION**

1. Patrons may only check out five 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 magazines, 5 puzzles, 5 board games, 5 video games, 5 cake pan, 5 plush sets, 1 museum pass, 1 steam pack, and 1 adult educational kit. Patrons must have their card for 30 days before being eligible to check out non-hot spot 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, and Chromebooks. 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 non-hotspot technology device. Patrons must have an account balance of \$0 to checkout any technology device.
3. Materials are checked out only to persons with valid library cards and whose fees do not exceed \$0.
4. All patrons must present their valid White House Public Library card in digital or physical format 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 \$0 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 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). Individuals will have to pay a \$10 deactivation/reactivation fee if staff have to turn off a hot spot or Chromebook in order to get the device returned.
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.

*Revised by library board on January 12, 2023*

## **G. 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. The adult must remain with their child while the computer is in use. Children under the age of 12 may use an Internet access computer without an adult only during library specific classes e.g. coding club, genealogy club, etc. Children ages 13 to 17 years of age must have a library card to check out an Internet computer. Those ages 13 to 17 may use a computer unattended. An ID will not be used to check out a computer to a teen. 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 regardless if the parent/legal guardian is present or not. 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 computers. The purpose of this software is to block material that may be considered obscene, pornographic in nature, and/or harmful to minors. Users, 18 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. Though emancipated minors may obtain adult card privileges, the filtering software will not be disabled for those under the age of 18 in compliance with CIPA regulations.

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. Patrons do not have to have a library card to access the library's WIFI. Library users must follow the WIFI guideline to before logging on to the WHL public WIFI. Failure to follow those guidelines will result in the patron having privileges withdrawn.

2. 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.

a. In accordance with the Tennessee Code Title 39, Chapter 17, Part 9, sending, receiving, or displaying text or graphics that may be reasonably construed as obscene by community standards are prohibited, regardless of age. Patron may not view such material while on the library premises regardless of if the patron is using their personal device or a library device.

*Revised by library board on March 14, 2024*

## **H. OVERDUES/FEES, DAMAGED, AND LOST/CLAIMS RETURNED MATERIAL**

1. Overdue fines and service fees are as follows:
  - Hot Spots and technology devices: \$3.00 per day. \$30.00 maximum.
  - Faxes: \$1.00 per page. Cap at \$10 charge.
  - Deactivate/reactivate fee: \$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.
  - f. If a patron pays for a missing item and then finds the item, the patron will not be reimbursed for the item, as it is now their property. The patron may donate the item back, but the item will be considered a donation and the patron will not receive funds for the item.

*Revised by library board on March 14, 2024*

## **I. FINES AND SERVICES COST**

|  |  |
|--|--|
| Overdue Hot Spots and Technology devices | \$3.00                                   |
| Deactivation/reactivation charge         | \$10.00                                  |
| 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 |

*Revised by library board on March 10, 2022*

## **J. 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.

*Revised by library board on March 10, 2022*

**K. 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

