



*Serving all of
Robertson County!*

405 White Street Springfield, TN 37172

Circulation and Patron Conduct Policies

Library Hours:

Monday, Wednesday, Friday, Saturday: 9:00 am to 5:00 pm

Tuesday, Thursday: 9:00 am to 8:00 pm

Sunday: 2:30 pm to 5:00 pm

Library Cards

Adult Cards

Library cards are FREE to all residents of Robertson County and adjacent counties. When applying for a Stokes Brown Public Library card, an applicant must show proof that he/she lives or pays property taxes in Robertson County or an adjacent county. Proof of physical address is required to establish residency.

A United States government issued ID is the only information needed if it contains current local address information. Examples include; driver's license, learner's permit, non-driver's ID, voter's registration card, or military ID. If the government issued ID does not display a current local address, proof of address is needed as listed below.

If the above identification is not available, any of the following forms of identification are acceptable but must be accompanied by proof of address. Armed services ID card, alien registration photo ID card, matricula consular (Mexican CID), U.S. employment authorization card, passport (issued by any country), or work visa.

The following may serve as proof of address; vehicle registration, rent bill, lease agreement, tax bill, tax receipt, utility bill or mail postmarked in the last month.

Non-resident Card Policies

Non- resident (Temporary) cards are issued in the event that a patron is unable to provide a permanent address, are in temporary housing, or lives outside the library's service area but works or attends school in Robertson County. These cards have limited borrowing privileges and are valid for 90 days but may be renewed if the account is in good standing. An ID, temporary address, and a telephone number are required. A current Highland Crest ID or an ID badge from a local business may be used to establish a non-resident account. Local patrons who are not able to provide a current proof of address may also be issued a non-resident card until such proof is provided. Juveniles are not eligible for non-resident cards.

A person using a non-resident card has the following privileges:

- ❖ Initial checkout is limited to one (1) item. Once this item has been returned (no earlier than the next day), regular checkout limits below will apply.
- ❖ Limit of six (6) items checked out at one time per card; only two (2) of these may be visual items – NO SERIES.
- ❖ Limit of two (2) items on hold at one time.
- ❖ Borrowing privileges will be suspended when one (1) item is overdue.
- ❖ Five (5) FREE black/white prints per day when using library computer lab.

Children/ Minor Cards

In order for individuals under the age of 18 to obtain a card, a parent or legal guardian must also have an account and be present to sign the registration card. A child can only have one library account.

Guardians are financially responsible for any items that are checked out on an attached minor's card even if they are not present when the items are checked out. Any blocked account will impact all attached accounts. In accordance with state law (TCA § 10-8-101), guardian access to confidential information of a minor cardholder is restricted to information related to the payment of fees. Requests for information about materials associated with patron accounts (adult or child) can only be responded to if the the barcode number on the library card is provided.

Blu-rays, DVDs, laptops, games, kits & hotspots may only be checked out with an adult card. Under no circumstances will movies with "R" ratings be checked out to anyone under the age of 18, regardless of whether a parent has given the minor permission to use an adult card. Other materials available for checkout have no age restrictions. Parents or legal guardians are responsible for deciding what is appropriate for their children, within the confines of the law, and should monitor what their children are checking out.

Expiration and Renewal

Library cards expire every two (2) years. They may be renewed over the phone if the card does not have a balance and the address has not changed. Accounts that have not been used or renewed for (3) years may be purged at the library board's discretion.

Checkout and Limits

Your initial checkout is limited to five (5) items. Once these item have been returned (no earlier than the next business day), regular checkout limits below will apply. Note: Only books, audiobooks and non-series DVD's can be obtained on first check out.

You may have up to 25 items per card. Only 1 Series DVD and 10 regular DVDs/ Blu-rays at a time. Special collections such as hotspots, technology toys, calculators, board games, and kits may have special limits.

- ❖ Checkout period is two (2) weeks for books, audio books, visual items, kits, and most other items.
- ❖ Checkout period is seven (7) days for mobile Hotspots.
- ❖ Checkout period is sixty (60) days for book club kits
- ❖ Video game, laptop, reference, and genealogy collections are for in-library use only

Proper identification that matches account information will be needed to check out materials if you forget your library card. The identification must have full name and address information.

Patrons are limited to ten (10) holds at a time. Holds must be picked up within 5 days or they will be cancelled. Hotspots will be held for 3 days.

Renewals

Items can be self-renewed on-line or by contacting the library. You may renew most items two (2) times if there are no holds on them. "New" items may only be renewed one (1) time. Due to high demand, mobile HotSpots may not be renewed.

Items cannot be renewed when your card is not in good standing, when there is a hold on the item, or when the computer system is down. When renewing from home or a mobile device, double-check due dates by re-entering your account. You are responsible for any late charges that incur due to an item not renewing.

Share-it

The library can ask other libraries to borrow items not in the local collection through Share-it. In order to receive requested material, the patron account must have returned at least one check out. The account must also be in good standing (no fines or fees). Requests are limited to five (5) at a time per patron.

Materials are assigned due dates by the lending library. Stokes Brown Public Library may be able to request a renewal; however, this is not guaranteed and will be at the discretion of the lending library. Materials returned after their assigned due dates will be charged a \$0.25 per item, per day overdue fee. Patron accounts will be charged any additional fines or fees assessed by the lending library in the case of late, damaged, or non-returned items.

Fines and Fees

Overdues

- ❖ Books, audio books, and most other items are 10¢ per item, per day. \$3.00 maximum per item.
- ❖ Blu-rays, DVDs, Series DVDs are \$1.00 per item, per day. \$7.00 maximum per item.
- ❖ Mobile Hotspots are \$3.00 per day, no maximum. See the hotspot policy for details.
- ❖ Book Club Kits are 50¢ per kit, per day. \$5.00 maximum per item.

The Library reserves the right to refuse further service until overdue materials are returned and account balances are paid. Account balances **must be below \$5.00** in order to restore check out privileges. Accounts that have been suspended due to failure to return items in thirty (30) days must be paid in full with either cash or credit/debit card before privileges are restored.

Non-returned items

The library will make attempts to contact patrons before items are deleted for non-return. It is the patron's responsibility to make sure that their contact information is current. Items may be deleted and charged to the account once they are 90 days overdue. The charge will be the list price in the catalog record. Once the items have been deleted and charged to the account they cannot be returned for a refund.

Lost or Damaged Items

Patrons are encouraged to inspect items for signs of damage before taking items from the library. The library visually checks items for damage upon check in, but damaged items do occasionally make it onto the shelf. Patrons should bring any damage to the attention of library staff when they check out. Under no circumstances should a patron attempt to treat or repair library materials. Patrons will be charged for any damage caused to library materials due to such attempts. The library is not responsible for any damage or infestation that is believed to be caused by the use of library materials.

Books and other loaned materials returned with damage judged to be above fair wear and tear will be removed from the collection and placed in repair status. Damage fees may be assessed to cover the cost of manpower and the materials needed to repair items. Damaged or missing spine labels, barcodes, and RFID tags are each assessed a \$3 fee. Fees for torn pages, pen markings, or similar damage will be assessed on a case by case basis.

Irreparably damaged or lost items are billed at full list price. This price is generally part of the catalog record for the item. The library will not accept items purchased by customers to replace lost or damaged items unless:

- ❖ Arrangements have been made before the account is in a blocked status.
- ❖ Replacement items are deemed to be in excellent condition by the Accounts Manager.
- ❖ Replacement items are in the same format as the lost item (hardback, widescreen edition, etc.).
- ❖ \$10 per item processing fee must be paid. This fee partially covers processing costs to prepare the item for the collection.

Suspected Infestation, Mold & Odors

The library prioritizes the safety of library materials. Stokes Brown Public Library has established building maintenance programs and circulation procedures to minimize the risk of infestation, including regular inspection and treatment by a qualified pest control company, staff inspection of all returned materials, and the heat treatment of suspect materials. The library may not be able to conclusively identify a particular pest or type of mold and reserves the right to act in a way that maximizes the safety of the collection.

The first time a patron returns items with signs of possible insect infestation the account may be monitored for future issues. Examples include; one or two dead insect(s), insect waste, or a single live insect. Items previously returned by the patron may be checked for signs of infestation as well. If a second impacted item is found, the account, and those in the household, may be temporarily restricted to a set number of items that must then be returned in sealed zip top bags. These items will be heat treated and examined. If two circulations are clear, regular privileges may be reinstated. If they show further signs of infestation, the library may require a statement of treatment from a licensed pest control agency to fully restore privileges to anyone in the household.

If items have signs of heavy infestation and are unfit for future circulation the patron account will be charged for the items and they will be disposed of. This may include multiple live bugs; especially in different life phases, dead insects and/or waste in multiple items, or other damage that makes it more likely than not the damage occurred while the item was in possession of the patron. The library may require a statement of treatment from a licensed pest control agency to fully restore privileges to anyone in the household if the insects appear to be of an invasive type such as cockroaches, bedbugs, or of a similar variety.

Patrons will not be charged for a small amount of mold in a dry book. Patrons will be charged for items that are returned wet or heavily molded. The library makes efforts to eliminate strong odors that may trigger respiratory issues from items before recirculating them. Patrons may be charged for items which have strong or noxious odors that cannot be removed.

Other Fees

- ❖ Replacement cards are \$2.50.
- ❖ Faxes are \$1 per page. The maximum charge per fax is \$10.
- ❖ Copies, computer prints, and wireless prints will be charged at 25¢ per page for black and white and 75¢ per page for color. See "printing" section below for details on waving of computer print fees.
- ❖ Fees for notary services, 3D prints, and room rentals are listed in individual policies.

Payments

Fines and fees cannot be refunded once they are paid.

Credit Cards

The Stokes Brown Public Library allows payments through the Square (squareup.com) payment system. **A minimum of \$5.00 in charges is necessary to complete a credit or debit transaction.**

The Library reserves the right to refuse service or cancel transactions at any time. Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library.

The Stokes Brown Public Library prohibits certain credit card activities that include, but are not limited to:

- ❖ Accepting payment cards for cash advances or cash back exceeding the total amount of fines and fees owed to the Library.
- ❖ Discounting fines or fees based on the method of payment.

Credit card payment details collected electronically are encrypted using secure server technology provided by Square (squareup.com) payment system. At no time does the Library store credit card information. This information is only made accessible to authorized credit card vendors and financial institutions to complete your transaction.

Checks

Except for donations, the library will only accept paper checks when previous arrangements have been made with administration. The service fee for a returned check is \$30.00.

Technology Use & Internet Safety Policy

Safe and Ethical Use

The Library has no control over the information obtained through the Internet and cannot be held responsible for its content or accuracy. It may contain materials which some find offensive or inappropriate. Library users have the responsibility of evaluating the validity and appropriateness of any information found.

As required by the Public Library Service Agreement, the library acknowledges it is aware of and adheres to CIPA (see below) & the Board of Directors will meet to discuss the Internet Safety policy and review compliance with CIPA annually in an open-to the public board meeting and will document the approvals of these policies in the board minutes.

Violations of the following policies may result in being restricted from using the computers for the day. Further, or serious violations may be subject to consequences as outlined in the Patron Conduct section.

All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided. It is unacceptable to use the Library's computer system and Internet resources for any of the following:

- ❖ For any purposes which violate applicable U.S. or state laws. Users must respect all copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet.
- ❖ Destruction of or damage to equipment, software, or data belonging to the Library.
- ❖ Disruption or interference of network users or services. Such interference or disruption includes, but is not limited to: distribution of unsolicited advertising, harassment, libeling, or slandering of others; propagation of computer worms or viruses.
- ❖ Sending, receiving, or displaying text or graphics which may reasonably be construed as either obscene or child pornography by community standards.

As with any other information the user chooses to access, Library staff will respect the patron's confidentiality. However, since computer screens are visible to others, they cannot be considered private. Some material is inappropriate for display in a public setting. Library staff reserves the right to monitor the use of computer workstations.

Although the Library has anti-virus software, firewall protection, and content filtering, there is no guarantee that files downloaded from the Internet will not contain a virus. The Library assumes no responsibility for damages, direct, or indirect, for the use of the Internet.

Internet users should be aware that it is not a secure medium. It is possible for third parties to obtain information regarding an individual user's search activities. Users should be very cautious about providing personal information over the Internet.

CIPA & Filtering

As with other library resources, parents or legal guardians are responsible for deciding what is appropriate for their children, within the confines of the law. Anyone under the age of 18 must abide by the following:

- ❖ Ages 0 – 14: Must be directly supervised by a responsible adult while on any library owned internet connected device.
- ❖ Ages 15 – 17: Must be accompanied by a responsible adult OR have signed permission (located on the registration card) from a parent or legal guardian before using any library owned internet connected device.

It is the policy of Stokes Brown Public Library to: (a) prevent access by minors to, or transmission of, inappropriate material via internet, (b) promote the safety of minors when using electronic mail, chat rooms, or other forms of direct electronic communications; (c) prevent unauthorized access, including so-called 'hacking, and other unlawful activity by minors online; (d) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; (e) or the access by minors to materials harmful to them. To comply with the Children's Internet Protection Act [Pub. L. No., 106-554 and 47 USC 254(h)] all library computers are equipped with filtering software. The software is set to screen out sites which may reasonably be construed as obscene, as that term is defined in section 1460 of title 18, United States Code; or child pornography, as that term is defined in section 2256 of title 18, United States Code; or harmful to minors as defined in section 1703, Pub. L., 106-554.

Users 18 years of age and older may request that a staff member disable the filtering software for research purposes. Disabling or otherwise modifying any technology protection measures shall be done at the discretion of the library director or designated representative(s) and must be arranged in advance. Under no circumstances will the software be disabled for users 17 and under.

To the extent practical, steps shall be taken to promote the safety and security of users of the Stokes Brown Public Library's online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications. However, no computer virus protection or internet filter is foolproof. Parents & guardians should exercise caution and vigilance when allowing minors access to the internet.

Guidelines for Public Computer Use

- ❖ Computers are available to all members of the public, who meet age requirements, regardless of borrower status.
- ❖ The computer lab is a quiet study area. Noise should be kept to a minimum. Food and drink are not allowed.
- ❖ Filters on public PCs in the Children's and YA areas will not be disabled for any reason.
- ❖ Problems with public PCs must be reported immediately to library staff. Do not try to troubleshoot or otherwise fix problems.
- ❖ Only software owned and installed by the library may be run on any of the public PCs. Computer users may not load software from any source or change any settings.
- ❖ Personal headphones may be used with public PCs. Extra headphones are available at the Reference Desk.
- ❖ Except for headphones and storage devices (flash/jump drives, etc.), only hardware owned and installed by the Library may be used with the public PCs. Users may not connect any other devices such as, but not limited to, modems, joysticks, mice, printers, or scanners unless pre-approved by the Technology Supervisor.
- ❖ The library is not responsible for damage to or loss of data from power interruption, viruses, hard disk failure, faulty software, or any other cause. The use of library computer equipment and the entering of personal information or data (e.g., credit card numbers, home address) are at your own risk.
- ❖ Material not saved to storage devices/ the cloud before the end of the session will be lost. Customers must supply their own drives for downloading and saving data. Unsaved data cannot be recovered.
- ❖ Catalog- PCs are not for accessing the internet, applications, or other resources.
- ❖ Patrons who need accommodations or assistance may enquire at the desk.

Printing

Printing is 25¢ per page for black and white prints and 75¢ per page for color prints. However, library card holders in good standing (\$0 balance and no 'blocked' status) will receive the first five (5) black and white prints FREE per day when printing from a library computer when they present their card at the desk. Fees for printing must be paid before the print job is released by staff to the printer. Personal paper is not allowed. Prints must be sent to the printer before the end of a session.

Time Limit

Sessions end automatically 4 hours after beginning or 15 minutes before closing time; whichever is earlier. Those needing a session longer than 4 hours or special accommodations for a timed/ proctored test, class session, online meeting, or similar reason should make arrangements with the technology supervisor in advance. Sessions will not be extended to last beyond 15 minutes before closing.

Patron Conduct

General Behavior

These rules of conduct specify the types of behavior that are not allowed on library premises. They are meant as examples and do not describe every possible disallowed behavior. Patrons are not allowed to engage in any behavior that is disruptive to library operation.

- ❖ Shirt and shoes are required.
- ❖ Animals are not allowed on library property, with the exception of service animals.
- ❖ No loud noises, odors, or disturbances which interfere with staff and or other patrons' use and enjoyment of the library or library materials.
- ❖ Behavior that is likely to annoy or intimidate other patrons or staff are prohibited. This may include behaviors such as obscene /abusive language, gestures, or images, following others, unwelcome touch, staring, or congregating in a manner which obstructs access to or use of the facility.
- ❖ Entrance into staff only areas, such as workrooms and offices, is prohibited.
- ❖ Library furniture, facilities, and equipment must be used for their intended purposes only. No laying on floors or furniture. No bathing or laundry in restrooms. One person per restroom/ stall. No biking, skating or skateboarding on the property.
- ❖ The library is not responsible for personal belongings. No bikes, shopping carts, or similarly bulky items can be brought indoors.
- ❖ No overnight camping/ sleeping/ loitering. No behavior that is loud or otherwise disruptive to the neighborhood at any hour.
- ❖ No solicitation of any type.
- ❖ No smoking or vaping indoors or around entrances. No alcohol on library property.
- ❖ Weapons are not allowed in the library, including toy weapons that are realistic or shoot projectiles.

- ❖ If conflict occurs between patrons, then the staff may ask both parties to leave for the day, or other action as staff deems appropriate.

Individuals who exhibit disruptive behavior will be asked to stop such actions. The library reserves the right to ask anyone to leave. Repeated failure to comply may result in denial of entry to the library for a month, further incidents for up to a year. Refusal to leave when requested may result in the issuance of a barring notice, or arrest for trespassing.

Harassment of Staff

Per Public Chapter 331 – 2019 the Library can seek an injunction against a person who commits harassment against library employees. Harassment under this statute is defined as two (2) or more instances of contact directed at an employee that a reasonable person would consider alarming, threatening, intimidating, abusive, or emotionally distressing and that does or reasonably could interfere with the performance of the employee's duties. Further details are included in the employee handbook.

Serious Incidents

If facts and circumstances lead the library director to believe a serious infraction has occurred in the library, a limited or indefinite suspension may be implemented at the library director's discretion. The suspension may be appealed to the library board. The suspension will remain in force pending the appeal. Serious infractions include but are not limited to: theft, vandalism, harassment, sexual or lewd behavior, indecent exposure, (attempted) assault, drug use/distribution. Such incidents may also be reported to local law enforcement by the library administration.

Unattended Children

Unattended children are **children of any age** who are apparently unaccompanied by an adult caregiver. Children who cannot care for themselves without adult supervision should never be left at the library. The library does not have staff, training, or State Certification to act as a child care facility. Parents, or guardians are responsible for the safety, behavior, and supervision of their children and any damages or injuries caused by the behavior of their children. Access to the building, phones, and staff will not be available to children after closing time. Parents or guardians are responsible for determining at what age their child is able to visit the library independently.

Children are expected to adhere to all the rules and consequences outlined in the "Patron Conduct". Additionally, if an unattended child is asked to leave the library, they cannot return until a parent or guardian contacts library administration. The Library may work with law enforcement or other agencies (including the school system in an effort to notify parents) as needed when problem behaviors occur. This may include the release of video footage or still images.

Unattended Adult Policy

Adults are only permitted in the Gorham-MacBane Children's Library or in the Young Adult Room at the Stokes Brown Public Library when accompanied by a child, engaging in library business, or when retrieving materials from the youth services area collections. If the adult is NOT accompanied by a child, they should locate the youth services material and then move to adult areas on the library premises. Circulation staff will assist with retrieval of materials from the children's library when necessary. If the individual does not comply with staff direction or repeatedly violates this policy, the individual's library privileges may be revoked.

Exceptions to this policy may be made by library staff for age inclusive programming offered by the library or other local agencies.

- ❖ Adults and teens are prohibited from using the children's area, unless accompanying a child twelve (12) years of age or younger, or needing access to the Library's children's materials.
- ❖ Adults and children are prohibited from using the teen room unless accompanying someone of middle or high school age.
- ❖ Adults and teens are prohibited from using any restroom in the children's library. Children's restrooms are for the sole use of children age twelve (12) years old or younger, and their caregivers.

Special Groups

The Library reserves the right to enforce restrictions on access to the library of any person listed on the sexual offender registry as authorized under TCA § 40-39-216 on a case by case basis when made aware of a problem situation.

Privacy and Confidentiality Policy

Right to Privacy

The Stokes Brown Public Library (SBPL) recognizes your right to privacy regarding the questions you ask and the materials you borrow. Tennessee Code Annotated (TCA) states: "(a) Except as provided in subsection (b), no employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such library. (b) Library records may be disclosed under the following circumstances: 1) Upon written consent of the library user; 2) Pursuant to the order of a court of competent jurisdiction; or 3) When used to seek reimbursement for or the return of lost, stolen, misplaced, or otherwise overdue library materials." (TCA 10-8-102).

Information SBPL Collects

The Stokes Brown Public Library collects the following information for library card registration: name, address(es), phone number(s), date of birth, gender, email, and assigned barcode. The library also retains records listing all materials checked out, overdue materials, fines paid and waived, and current interlibrary loan. When a borrower returns an item, the patron barcode number may be retained on that item. SBPL may also collect information from donors and other library supporters.

SBPL does not ask library visitors to identify themselves or reveal any personal information unless they are making use of the SBPL public workstation computers or reserving the community, board, or study rooms. Some of the databases SBPL offers require the barcode number of the user's library card for verification purposes. Database vendors (including TN READS) do not have access to patron records. These sites may have different privacy policies.

How SBPL Protects Your Information

Patron library use records are private and confidential under Tennessee law. If you consent to give us your personally identifiable information by completing a registration card, SBPL will keep it confidential and will not sell or license personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order. Only those authorized by SBPL have access to personally identifying information for the purpose of performing library work.

To ensure the privacy and confidentiality of individual library use records, patrons are advised to not allow others to use their library cards or library account information. SBPL deems patrons who allow third persons to use their library cards or library account information to have consented to the access of their private and confidential library use records by the recipients of their library cards or account information.

In addition:

- ❖ Patron information will not appear on any circulation records available to the public.
- ❖ When notifying patrons of the availability of reserved or requested materials, titles will be given only to the person making the request.
- ❖ Requests for information about materials associated with patron accounts (adult or child) can only be responded to if the patron provides the barcode number on the library card. Parent or guardian access to confidential information of a minor cardholder is restricted to information related to the payment of fees for overdue, lost or damaged materials.
- ❖ Pursuant to Tennessee Law, a patron may provide written permission for multiple other individuals (Authorized Agent) to access their library account information, checkout, renew, or reserve materials, or to pay fines or fees. The library card holder must appear in person at the library and give permission in writing.
- ❖ Due legal process is required to access SBPL computers or any information stored therein.

Legal Compliance

SBPL authorizes only the Library Director to receive or comply with requests from law enforcement officers. SBPL will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. SBPL will not respond to verbal requests. As a public institution, SBPL is legally obligated to comply

with the information request requirements of the Patriot Act, enacted on October 26, 2001. Should library records be requested under the Patriot Act, the law states that library staff shall not inform the person about whom the information is requested, nor speak to co-workers, the media or other government officials about the inquiry.

Library users who have questions, concerns or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Library Director. SBPL will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

Title VI Nondiscrimination Statement and Policy

The Stokes Brown Public Library ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations so that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving federal financial assistance from Stokes Brown Public Library on the grounds of race, color, or national origin.

This includes all employees of or applicants to Stokes Brown Public Library or any program administered by Stokes Brown Public Library; all members of the public seeking services offered by the Stokes Brown Public Library.

In accordance with Title VI of the Civil Rights Act of 1964, Stokes Brown Public Library will not, on the basis of race, color or national origin:

- ❖ Deny any person services, assistance, or any other benefit for which the person is qualified;
- ❖ Provide any person with a service different from that provided to others under the same program;
- ❖ Subject any person to separate treatment in any manner related to services, aid or other benefits;
- ❖ Limit any person in any way in the use of services, facilities, or any other advantages, privileges or benefits provided under any program;
- ❖ Treat any person differently from others in deciding whether the person meets requirements to receive aid, care, service or other benefit;
- ❖ Deny any person, or offer an opportunity different from that offered to others, in any program or service;
- ❖ Adopt methods that limit participation by any group of recipients or subject them to discrimination; or
- ❖ Refer any person to agencies that do not obey civil rights laws

If you believe that you or others protected by Title VI have been discriminated against, you may file a written, signed and dated complaint with the Title VI Coordinator of Stokes Brown Public Library within 180 days of the alleged discrimination. A complaint form can be found on the Department of State's website at www.sos.tn.gov. The complaint should be submitted to Stokes Brown Public Library c/o Title VI Coordinator, 405 White Street, Springfield, TN 37172. If you disagree with the determination of the Title VI Coordinator, you may appeal to the federal agency that provides funds to Stokes Brown Public Library. Tennessee Department of State, Attn: Rose Case, Title VI Coordinator 312 Rosa L. Parks Blvd. Nashville, Tennessee 37243.

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