



RESOLUTION NO. 1994

A RESOLUTION OF THE COMMON COUNCIL OF THE TOWN OF WICKENBURG, ARIZONA, APPROVING AN AMENDMENT TO THE WICKENBURG PUBLIC LIBRARY POLICIES, POLICY OPERATING AND ACCEPTABLE BEHAVIOR

WHEREAS, the Parks, Recreation and Facilities Staff and Library Board have reviewed the policies and procedures for the Wickenburg Public Library and Learning Center; and

WHEREAS, after this review it is recommended by the Library Board that Council approves an amendment to the Wickenburg Public Library Policies, Policy XIV, Operating and Acceptable Behavior, hereto attached as Exhibit "A."

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE TOWN OF WICKENBURG, ARIZONA, AS FOLLOWS:

SECTION 1. Approve an amendment to the Wickenburg Public Library Policies, Policy XIV, Operating and Acceptable Behavior hereto attached as Exhibit "A."

SECTION 2. The various Town officers and employees are authorized and directed to perform all acts necessary or desirable to give effect to this resolution.

APPROVED, PASSED, AND ADOPTED BY THE MAYOR AND COMMON COUNCIL OF THE TOWN OF WICKENBURG THIS 19<sup>TH</sup> DAY OF DECEMBER 2016.

Everett Sickles

Everett Sickles

Date Signed: 12/19/16

MAYOR

  
Gloria Leija, MMC

ATTEST:Date  
Signed: Loria  
Leija, MMC Town Clerk

12/19/16

APPROVED AS TO FORM:

  
Susan Goodwin, Town Attorney  
Gust Rosenfeld, PLC

Date Signed: 12-19-16

CERTIFICATION

I HEREBY CERTIFY that the foregoing Resolution No. 1994 was duly passed and adopted by the Mayor and Common Council of the Town of Wickenburg, Arizona, at a regular meeting held on December 19, 2016, and that a quorum was present at the meeting.



Gloria Leija, MMC  
Gloria Le • MMC  
Town Clerk

EXHIBIT "A"

Wickenburg Public Library Policies

Town of Wickenburg, herein referred to as "Town".

Wickenburg Town Council, herein referred to as "Council".

Wickenburg Library Board, herein referred to as "Board".

Wickenburg Public Library, herein referred to as "Library".

Wickenburg Friends of the Library, herein referred to as "Friends".

## **POLICY I - Gift Acceptance**

The Head Librarian may accept gifts, also referred to as donations, of books and other Library materials specifically designated for the Library. Only outright gifts in which complete and unconditional ownership accrues to the Town will be accepted. Once accepted by the Head Librarian, the donation becomes the property of the Town and will be subject to the Town's asset and disposition policies.

- A. Gifts that encumber the Town financially require approval of the Wickenburg Town Council and should be directed to the Library Department Head.
- B. Donors may not place restrictions on gifts.
- C. The Library Department Head reserves the right to refuse a gift for any reason, and may delegate all or part of this authority to the Head Librarian.
- D. Gifts bearing the identity of the donor including bookplates and small identification plates on furniture and equipment may be accepted. Identification that may be construed as advertising for commercial purposes will not be permitted or accepted.
- E. While the Head Librarian will attempt in all cases to be sensitive to the feelings of donors, the placement or use of gifts such as books, furniture, and other items shall be determined by the Head Librarian.
- F. The Head Librarian reserves the right to dispose of duplicate, unserviceable or excess material, which may at the discretion of the Head Librarian be donated to the Friends.
- G. At no time will Library staff or the Board perform appraisals of gifts or potential gifts.
- H. Upon request, a receipt will be issued for gifts to the Town; however, Town staff is unable to provide receipts for gifts made to other organizations. Receipts will only give a description of the item with no value mentioned.
- I. Any disputes of an unaccepted gift or placement of gifts should be made first to the Board. If denied, a second appeal may be made to the Town Council by submitting the appeal in writing to the Town Manager.

Approved by Council - April 18, 2011

Adopted by the Wickenburg Public Library Board of Trustees - May 4, 2011

## **POLICY II - Acceptance and Disposition of Financial Assets**

The Board solicits grants and other sources of funding to supplement the Library's annual budget.

- A. Donors may arrange with the Board to pay specific bills for materials, goods or services ordered by the Library.
- B. Donors may institute a supplemental appropriation to be paid at stated intervals for a specific purpose approved either by the Board, or for the general use of the Library as established by the Library Department Head.
- C. Such payments may be made from the proceeds of a bequest, trust, profit-generating asset or from payments made at arranged intervals by the donor or donor's agent, but in all cases must be compliant with Arizona State Statutes and Town ordinances and regulations.

Adopted by the Wickenburg Public Library Board of Trustees - May 1, 1991  
Amended by the Wickenburg Public Library Board of Trustees - May 3, 2000  
Amended by the Wickenburg Public Library Board of Trustees - May 4, 2011 Approved  
by Council - May 16, 2011

### POLICY III - Library Cards and Limits on Circulation

When a patron registers for a Library card, he or she accepts responsibility for all items checked out on the card until the card is reported lost. Cards are not considered stolen unless a written statement has been submitted.

- A. Library cards are issued free of charge to all in-town Wickenburg residents, all Maricopa County residents, all teachers of the Wickenburg Unified School District and to all actively enrolled students attending school within Maricopa County. Free Library cards expire after one year of inactivity.
- B. Library cards are issued to residents outside of the Wickenburg Town limits and/or Maricopa County upon payment of an annual fee as stated in the fee schedule.
- C. An adult card requires that an application be filled out and submitted with an official picture identification, such as a valid driver's license, or state identification card. A second ID, showing a local physical address is required if not listed on the driver's license, e.g. a rent receipt, utility bill or other form of identification at the discretion of the Library staff. If a post office box is used, a physical address will also be required. Cards are issued with a limit of collectively fifteen (15) items at any time.
- D. If desired, children may have their own child card, however, the parent or legal guardian is required to also have an adult card. Children are limited to collectively ten (10) items at any time. Parents are responsible for lost items or fines incurred by their children. Parents may restrict the types of books to be taken out and read by their children, and any restriction will be noted on the child's card. Child cards expire when the child turns 18 years of age.
- E. New patrons are limited to two (2) items for the first five (5) checkouts. Upon showing a good record of five (5) checkouts and returns with no late fees or material damages, an adult patron's limit will then be increased to collectively fifteen (15) items at any time, and children will be increased to collectively ten (10) items at any time.
- F. At no time will any patron be allowed to collectively have more than six (6) videos, or four (4) DVD's, toward their allowed limits.
- G. At no time will the most recent issue of any periodical such as a magazine be checked out.
- H. There shall be a replacement fee as stated in the fee schedule to replace a card that has not yet expired. Replacement cards will require a valid picture identification.
- I. Materials may be checked out for a period of three (3) weeks. No Library materials will be checked out on a card, which shows overdue materials or outstanding fines.
- J. Material may be renewed two (2) times, EXCEPT if a hold has been placed on it by another patron.
- K. It is the Library cardholder's responsibility to notify the Library if any of their contact information changes in order to be notified of held items or overdue material. Failure to receive a notice does not absolve the borrower from any fines or fees attached to their patron record.

- L. An item can be reserved for a hold fee as stated in the fee schedule. Patrons may have a maximum of three (3) holds at a time. Fees for holds are payable at the time the item is picked up. Held items not picked up within five (5) days of notification of its availability will be released from the hold; however, the patron will still be assessed the hold fee.
- M. Books and other library items must be checked out at least fifteen (15) minutes prior to closing time.
- N. Occasional exceptions to these circulation policies may only be made by the Head Librarian at his/her discretion.

Adopted by the Wickenburg Public Library Board of Trustees - May 1, 1991  
 Amended by Wickenburg Public Library Board of Trustees - March 7, 2001  
 Amended by Wickenburg Public Library Board of Trustees - May 7, 2008  
 Amended by Wickenburg Public Library Board of Trustees - May 4 2011  
 Approved by Council - May 16, 2011

#### **POLICY IV – Fine, Overdue, Damage or Lost Materials**

- A. There will be a daily fine, per overdue book, audio book, video, DVD, magazine, cassette or other overdue material, not to exceed the full replacement cost of the material.
- B. Patrons who have overdue materials will be notified after one (1) week. Additional notification may be given.
- C. Patrons will be responsible for any damages to Library materials that occur while checked out on patron's card. If the Library material is damaged beyond repair, the patron will pay for the replacement along with a processing fee as stated in the fee schedule and is entitled to keep the damaged article if he or she so desires.
- D. If a book or other material is lost, the patron will be charged the full replacement value of the book or material, along with a processing fee as stated in the fee schedule.
- E. Paid-for lost items may be returned up to thirty (30) days after payment for a refund; however, a processing fee as stated in the fee schedule will be deducted. No refunds will be given after this time.

Adopted by Wickenburg Public Library Board of Trustees - July 3, 1991  
 Amended by Wickenburg Public Library Board of Trustees - October 4, 2000 Amended  
 by Wickenburg Public Library Board of Trustees - May 4, 2011  
 Approved by Council - May 16, 2011

#### **POLICY V - Reference Material**

One of the chief functions of the Library is to provide reference service to its patrons. Reference materials are defined as books "designed by arrangement to be consulted for definite items of information rather than to be read consecutively" such as "a book containing useful facts or specially organized information as an encyclopedia, dictionary, atlas, yearbook, etc." (Random House Dictionary).

- A. Reference material needs to be current and available on subjects for which frequent information access is required.

- B. The Library shall maintain an in-house collection of basic reference materials for which it has been demonstrated there is a need to provide answers and information as required by its patrons.
- C. Books and materials for reference work shall be located in a special area for use by patrons and library staff.
- D. Reference material will be marked "Library Use Only" because of their specialized nature and value.
- E. "Library Use Only" shall mean the item may not for any reason be checked out and may only be used within the facility.

Adopted by Wickenburg Public Library Board of Trustees - October 2, 1991

Amended by Wickenburg Public Library Board of Trustees - March 7, 2001

Amended by Wickenburg Public Library Board of Trustees - May 4, 2011

Approved by Council - May 16, 2011

## POLICY VI - Requests for Information

Another chief function of the Library is to respond to requests for information and to provide professional guidance in the use of its resources. How and when a question is answered will depend upon staff time and the resources available in the Library. If the resources for answering the question are not available, the patron may be referred to another library, which may have the resources to provide the answer.

- A. Answers to reference questions will be verified and cited from a reliable source; Library staff shall not make a personal judgment but shall quote directly from the citing source.
- B. For inquiries, the patron will be asked to come to the library where he/she will be assisted and guided as needed.
- C. Legal, tax, and medical information shall not be interpreted for patrons.
- D. Students requesting reference information will be referred to the appropriate reference material and instructed as to how to use the material to secure the needed information.
- E. The Wickenburg Public Library shall adhere to A.R.S. 541-1354, thereby treating Library user and circulation records as confidential information, which will be released only under the circumstances listed in the statute as stated below:

### 41-1354 Privacy of user records; exceptions; violation; classification

- A. Except as provided in subsection B, a library or library system supported by public monies shall not allow disclosure of any record or other information, which identifies a user of library services as requesting or obtaining specific materials or services or as otherwise using the library.
- B. Records may be disclosed:
  - 1. If necessary for the reasonable operation of the library.
  - 2. On written consent of the user.
  - 3. On receipt of a court order.

4. If required by law.

C. Any person who knowingly discloses any record or other information in violation of this section is guilty of a class 3 misdemeanor.

Adopted by Wickenburg Public Library Board of Trustees - October 2, 1991  
Amended by Wickenburg Public Library Board of Trustees - March 7, 2001  
Amended by Wickenburg Public Library Board of Trustees - May 4, 2011  
Approved by Council - May 16, 2011

## **POLICY VII - Volunteers**

Persons interested in helping expand a positive library image may apply to be a volunteer.

- A. There will be no restrictions based on age, education, income, experience, race, or religion.
- B. Interested person will be required to complete a Volunteer Application, and provide a valid driver's license or State identification cards.
- C. If the Head Librarian determines the applicant would be able to assist as a volunteer, the application will be forwarded to the Library Department Head
- D. Once approved by the Library Department Head the application will be forward to the Human Resource department for a background check.
- E. If there are no problems with the background check, the applicant will be required to attend the following Board meeting to be introduced to and welcomed by the Board.
- F. All volunteers will be trained and supervised to carry out a variety of Library duties on a time schedule compatible to both the volunteer, and Library needs.

Adopted by Wickenburg Public Library Board of Trustees - November 6, 1991  
Amended by Wickenburg Public Library Board of Trustees - December 6, 2000  
Amended by Wickenburg Public Library Board of Trustees - May 4, 2011  
Approved by Council - May 16, 2011

## **POLICY VIII - Damaged or Lost Items**

The books, magazines, videos, and all other items in the Library are the property of the Town of Wickenburg. Any items taken out or used in the Library by patrons are to be returned in clean, undamaged condition. It is the responsibility of the Library staff to check for damage or soiling or the need to clean or repair any item when it is returned to the Library.

- A. Patrons returning damaged items shall be charged accordingly as stated in the fee schedule.
- B. Patrons who have destroyed or lost items shall be charged according to the fee schedule.
  - 1. For non-audio or video material, the full replacement cost plus a processing fee will be accessed. Items in acceptable condition with the same binding may be accepted at the discretion of the Head Librarian in lieu of the replacement cost; however, a processing fee will still be accessed.

2. For audio or video material, the full replacement cost plus a processing fee will be assessed. No replacement items will be accepted in lieu of the replacement cost.
- C. Persons who fail to pay the charges for damaged, destroyed, or lost items will not be allowed to take out any library materials until the charges are paid.

Adopted by Wickenburg Public Library Board of Trustees - November 4 1992 Amended  
by Wickenburg Public Library Board of Trustees - December 6, 2000  
Amended by Wickenburg Public Library Board of Trustees - May 4 2011  
Approved by Council - May 16, 2011

## POLICY IX - Statement of Professional Ethics

The following ethics have been adapted from "American Library Association Code of Ethics."

- A. Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies; and skillful, accurate, and courteous responses to all requests for assistance.
- B. Librarians must resist all efforts by groups and individuals to censor library materials.
- C. Librarians must protect each user's right to privacy with respect to information sought or received and to materials consulted, borrowed or acquired.
- D. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personal actions.
- E. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
- F. Librarians must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues or the employing institution.

Adopted by Wickenburg Public Library Board of Trustees - February 3, 1993  
Amended by Wickenburg Public Library Board of Trustees - January 3, 2001  
Amended by Wickenburg Public Library Board of Trustees - May 4, 2011  
Approved by Council - May 16, 2011

## POLICY X - Fee Schedule

<b>Card Fee</b>	<b>Wickenburg Town Limit &amp; Other Maricopa County Residents</b>	<b>Out of Wickenburg Town Limits &amp; Maricopa County</b>
Adult	Free	\$30.00
Child		\$30.00* *this fee shall be waived upon proof of enrollment in a school within the State.
Teachers	Free	Free upon proof of employment.
Replacement Fee	\$2.00	
<b>Service Fees</b>	<b>Type</b>	<b>Fee</b>
	Hold Fee	\$1 .00 per item
	Overdue Item Fee	\$0.20 per day, per item
	Copies/Printing — black & white	\$0.20 per page
	Copies/Printing — colored	\$0.50 per page
	Returned Checks	\$20.00
	Computer Usage	\$0.50 per h hour
	Meeting Room Rental	Free during normal business hours, \$30.00 per hour when closed.
<b>Damage Fee</b>	<b>Type</b>	<b>Fee</b>
	Marked or Torn Page	\$0.50 per page
	Missing Barcode	\$1.00 each
	Missing Jacket	\$2.00 each
	Missing or damaged audio, video, or CD case	\$2.00 to \$5.00 each, depending on size
	Cleaning	\$5.00 per item
<b>Replacement Fees</b>		<b>Fee</b>
	Books, and other non-audio or visual material	Full replacement cost or acceptable replacement of the item plus a processing fee
	Audio or visual material	Full replacement cost of the item plus a processing fee
	Processing Fee	\$5.00
<b>Sold Material</b>	<b>Type</b>	<b>Fee</b>
	Books, Paperback	\$.25 to \$1.00

	Books, Hard Cover	\$.50 to \$4.00
	Cassettes	\$.50 to \$2.00
	DVD's	\$1.00 to \$3.00
	VHS's	\$.50 to \$1.00
	Sets	\$2.00 to \$10.00
	Puzzles	\$.25 to \$1.00

Adopted by Wickenburg Public Library Board of Trustees - May 4, 2011

Approved by Council - May 16, 2011

### POLICY - Administrative Offices

The Board shall be authorized to allow organizations having a direct benefit to the Library, including but not limited to the Friends, to use the Library facility for administrative purposes and to store their necessary supplies.

- A. The Board shall be authorized to designate the area to be used by outside persons or organizations; however, at no time will the Head Librarian's office be used by any person or organization other than Town staff.
- B. Organizations approved to use the facilities and desiring to store any supplies in the designated areas are required to first have adequate insurance coverage in place, as determined by the Community Services Director and must abide by fire code standards.
- C. At no time will a key be given or loaned to anyone needing to utilize the Library for Administrative purposes or to access items stored in the Library. Town staff having a key to the Library are not permitted to enter the Library while not on Town time.
- D. Organizations approved to use the facilities must supply their own office supplies such as pens, paper, envelopes, folders, etc.

Approved by Council - April 18, 201 1

Adopted by Wickenburg Public Library Board of Trustees - May 4, 201 1

Amended by Council - May 16, 201 1

### Policy - Public Computer Usage

Public computers are provided by the Town to Library patrons for a nominal fee as stated in the fee schedule to gain access to the Internet or other computer applications as an informational, educational, and recreational resource.

#### A. Conditions of Use:

1. Patrons will use the resources for educational, informational and recreational purposes only - not for unauthorized, illegal, or unethical purposes.
2. Patrons will respect the privacy of others by not misrepresenting themselves as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; by not

seeking unauthorized access to any computer system, or damaging or altering software components to any network or database.

3. Patrons will further respect the privacy of others using public access by not interfering with their use.
  4. Patrons shall be limited to an hour of use. If no one is waiting, additional time is permitted, up to a maximum of two (2) hours.
  5. Computer stations are meant for one person at a time. Unless approved by staff, additional persons are not allowed in the computer room. Small children and babies can be taken in the room with patron, but if they become loud or are not well-behaved, the patron will be asked to leave. Patrons who bring small children must make sure their children are supervised while the patron is on the computer.
- B. Sanctions - Patrons who violate these policies or who refuse to comply with the conditions of use may be asked to leave the Library, lose computer and/or library privileges, and may be required to compensate the Town for damages. Violators of the policies described above for legal and ethical use of electronic resources will be dealt with in a serious and appropriate manner. Any person subjected to disciplinary actions by the Library may appeal such actions by submitting a written request for review of the incident to the Library Department Head, who will review the case and make final determination. Illegal acts involving Library electronic resources may also be subject to prosecution by local, state, or federal authorities
- C. Email - The Library does not provide users with private email accounts. Personal email accounts may be created by the user at several free sites on the Internet.
- D. Printing is permitted at the rates disclosed in the fee schedule.
- E. Limitation of Liability:
1. While respecting individual users' rights to privacy, staff reserves the right to monitor use of Internet computers to ensure compliance with this policy.
  2. The Library assumes no responsibility for the use of the Internet by children. Subject to the conditions of use, it is the responsibility of the user (or the parent, guardian or caregiver) to determine what is appropriate.
  3. Just as libraries do not vouch for or endorse the viewpoints of written materials in their collections, they do not do so for electronic information.
  4. Staff assistance with computer use will be given whenever time and knowledge permit. Staff shall not be liable for any damages or injury, whether direct, indirect, or consequential, which may result from a user's use of the Internet. All such use is at the user's own risk and the user is notified that in providing Internet access. Library staff cannot control or assume responsibility for the accuracy and validity of the information, the availability of links users would like to visit or the materials accessed.
- F. Material accessed from the Internet may be personally, professionally, and culturally enriching to persons of all ages. However, since the Internet is a global electronic network and there is no centralized control of its users or content, the Internet and its available resources may contain material that is controversial, offensive, disturbing, erroneous or illegal. In compliance with Arizona, law (A.R.S. 13-3501, 13-3502 13-3506 and 13,3507).

Adopted by Wickenburg Public Library Board of Trustees - July 7, 1999  
Amended by Wickenburg Public Library Board of Trustees - March 7, 2001  
Amended by Wickenburg Public Library Board of Trustees - May 3, 2006  
Amended by Wickenburg Public Library Board of Trustees - May 4, 2011  
Approved by Council - May 16, 2011

## POLICY - Meeting Room

- A. The Library meeting room is available for use by non-profit or other similar organizations, and community groups for informational, educational or cultural meetings and programs during regular hours of operation. Use of the Library meeting room by these groups does not imply endorsement by the Town, Library, or Board, of the viewpoints presented.
- A. A calendar showing the use and availability of the meeting room will be kept by Library staff.
- B. Permission to use the meeting room will be at the discretion of the Head Librarian.
- C. Requests by for-profit businesses or for-profit organizations to use the meeting room will be directed to the Community Center Manager.
- D. No fees will be accepted for use of the meeting room during regular hours of operation.
- E. No activities will be scheduled requiring the support of Library staff, Library expendables, or that would otherwise incur expenditures to the Library.
- F. Activities that interfere with the normal operation of the Library will not be allowed. If activities in the meeting room, in the judgment of Library staff, interfere with the normal enjoyment of the Library patrons, staff shall require the activities either be terminated or modified. Refusal to abide by these requests will result in immediate termination of the activity, which will require all participants to leave the premises.
- G. Requests to use the meeting room outside of regular hours of operation shall be directed to the Head Librarian.
  1. Requests must be made in writing at least 10 business days prior to the requested date of use.
  2. The requests must state the name of the person, persons, group or organization seeking to use the facility and shall include an address and telephone number of the person who will be responsible for the use of the facility.
  3. The request should state a general description of the activities to be conducted, the number of persons expected to attend and the day and time requested.
  4. Upon approval by the Head Librarian, adequate insurance coverage as determined by the Community Services Director will be required.
  5. Fire code standards must be observed at all times.
  6. Because use of the Library facilities requires the presence of Town staff, there will be a rental fee as stated in the Fee Schedule, which will not be pro-rated for partial hours. To minimize the effect of having to re-schedule Town staff, rental fees will be required within 10 days of approval by the Head Librarian to use the facilities, but no later than 24 hours prior to the day of use.

7. Town staff will be available to unlock and re-lock the doors 15 minutes prior to and after the event. Should additional time be required, it will be at the regular hourly rental fee.
- H. No person or organization may use any portion of the Library facilities during the annual Gold Rush Days celebration without a contract approved by Council.
- I. Any appeals should be made first to the Library Department Head. If denied, a second appeal may be made to the Town Council by submitting the appeal in writing to the Town Manager.

Approved by Council - April 18, 2011

Adopted by Wickenburg Public Library Board of Trustees - April 3, 2002

Amended by Wickenburg Public Library Board of Trustees - May 4, 2011

## POLICY XIV - Operations and Acceptable Behavior

The Library is a public facility, which to the greatest extent possible, access to and use of the Library shall be equally available to all customers (patrons). To assure unimpaired access to and use of the facilities, Librarians shall have the authority to request individuals to refrain from any actions that adversely affect such access and use by other patrons.

1. Customers shall engage in activities associated with the use of a public library. Customers not reading, studying or using Library materials and computers may be required to leave the building, Library program or approved community event.
2. Any customer not abiding by these or other regulations and regulations of the Library may be required to leave the Library premises and may forfeit his or her Library privileges. Library employees will contact the police if deemed advisable.
3. The Parks, Recreation and Facilities Director authorizes Library staff and law enforcement officers to enforce the Library's published code of conduct policy up to and including long-term suspension of Library privileges, permanent banning from the Library or prosecution.
4. A customer whose privileges have been suspended or revoked may have the decision reviewed by the Parks, Recreation and Facilities Director.
5. Persons entering or refusing to leave the building after being evicted or banned will be charged with trespassing. Customers shall respect the rights of other customers.
6. Customers shall not assault, harass or annoy others in the Library. This includes noisy or boisterous activities, staring at another person with the intent to annoy that person, following another person about the building with the intent to annoy that person, playing audio equipment so that others can hear it, singing or talking loudly to others or in monologues, using profanity, displaying print or non-print materials of an offensive nature to others or by behaving in a manner that can be reasonably expected to disturb others.
7. The Library requires all individuals to set their cell phones to no-ring (vibrate) mode upon entering the Library. Individuals needing to use a cell phone to make or receive calls while in the Library must go outside of the building. Voices must be kept at a reasonable level so as not to disturb other library customers.
8. Smoking is prohibited throughout the Library's facilities.
9. Non-alcoholic beverages may be consumed in the Library if they are in closed containers except for near the public computers. Alcoholic beverages are prohibited in the Library unless previously approved by the Parks, Recreation and Library Director for special events.
10. Customers may not utilize the Library while under the influence of alcohol or drugs.

11. Customers shall not engage in any illegal activity while in the Library building. Persons whose actions violate state or local law will be prosecuted.
12. Customers shall not interfere with the use of the Library by other customer or with Library employees' performance of their duties.
13. Customers shall not deface or mar Library materials including books, magazines, newspapers, recordings or other items of the Library collection. Nor shall they deface, mar or in any way destroy or damage Library furnishings, walls, machines or other Library property.
14. Customers shall not enter the building without appropriate clothing including a shirt and shoes. Customers who bodily hygiene is offensive so as to constitute a nuisance to other customers or Library staff may be required to leave the building.
15. Customers shall not bring pets or animals into the Library, other than service animals.
16. Any materials removed from the Library must be checked out on a valid Library card or through other standard Library procedures such as inter-library loan.
17. Unauthorized use of the Library's computer network or failure to comply with the Library's Public Computer Use policy may result in suspension of Library privileges.
18. In cases of disruptive behavior, customer identification including name, address and phone number may be requested.
19. The Library is not a day care center; therefore, parents are asked to come with their children, not only for the children's own safety, but also to show respect for other Library patrons. Children under the age of 10 years old may not be left unattended. Children over the age of 10 years old may be left unattended if they are able to behave in an appropriate manner.
20. A child who is disruptive shall be given a verbal warning on the first offense. Should a second offense occur, the parent or guardian will be contacted to come remove the child from the facility.

Adopted by Wickenburg Public Library Board of Trustees - April 3, 2002 Amended by  
Wickenburg Public Library Board of Trustees - May 4, 2011  
Approved by Council - May 16, 2011

AMENDED BY LIBRARY BOARD - DECEMBER 13, 2016  
AMENDMENT APPROVED BY COUNCIL - DECEMBER 19,

## Policy XV - Protocol for Identifying and Reporting of Patron Dissatisfaction

The Library is a public source of information, where all material and all staff services are equally available to all persons entering or otherwise contacting the Library.

- A. Staff services will be provided on a first come, first served basis.
- B. The amount of service provided to any one patron will be rationed based on the number of patrons requesting assistance.
- C. In circumstances of limited time, staff will provide patrons with suggestions for helping themselves before moving on to help others.
- D. Staff will be sensitive to various levels of expertise in the use of libraries and of computers, and will attempt to provide appropriate levels of service.
- E. Under various circumstances, it may be inevitable that some patrons may express dissatisfaction with the quantity or quality of services they believe they have received.
- F. In all circumstances in which the senior staff member present believes there is likelihood of a patron complaint or further action, the circumstances will be immediately documented as impartially as possible. Documentation will consist of a brief memo identifying all persons involved, summarizing the situation and its outcome, listing any requests, and identifying the time and date the situation occurred. The memo will be signed by all staff members involved, with a copy forwarded to the Head Librarian, and Library Department Head no later than the business day following the situation or incident.

Adopted by Wickenburg Public Library Board of Trustees - February 4, 2004

Amended by Wickenburg Public Library Board of Trustees - May 4

201 1 Approved by Council - May 16, 201 1

## Policy XVI - Sales and Solicitation

No person or organization can set up a table, chair, or booth, on or within the Library premises for the purpose of selling or soliciting unless the event directly benefits the Library.

Through an agreement between the Town, the Board and the Friends, dated March 21 1 2011, it has been established that the Friends do directly benefit the Library and the Town.

- A. Selling of fundraising items or solicitations for donations shall be conducted only in the front lobby of the Library. At no time will items be sold or solicitations be made in any other part of the Library.
- B. At no time will monies collected through fundraising or solicitations be co-mingled with Town revenues generated by the Library, nor will Town staff participate in the collection or accounting of monies for fundraising or solicitations.
- C. Should collection containers/boxes be used for monetary donations, they may be placed in the main Library area including on the center circulation island, but at no time will Town staff empty or store them.

- D. Selling of fundraising items or solicitations for donations shall only occur during normal Library hours of operation.
- E. Aggressive or harassing behavior by persons selling or soliciting is prohibited. Should a Library customer indicate that they are not interested in making a purchase or donation, the seller will respect their viewpoint.
- F. Fundraising items may only be stored in the work/break room area in front of the Head Librarians office, provided adequate insurance as approved by the Community Services Director is in place for those days, and that fire code standards are abided by.
- G. At no time will a key be given or loaned to anyone needing to access items stored in the Library. Town staff having a key to the library are not permitted to enter the Library while not on Town time.
- H. Soliciting support for a cause requiring signatures on a petition shall not be permitted at any time.
- I. No person or organization may use any portion of the Library facilities during the annual Gold Rush Days celebration without a contract approved by Council.
- J. Any appeals should be made first to the Library Department Head. If denied, a second appeal may be made to the Town Council by submitting the appeal in writing to the Town Manager.

Approved by Council - April 18, 2011

Adopted by Wickenburg Public Library Board of Trustees - May 4, 2011