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Dated: March 3, 2015

A. POLICIES GOVERNING AVAILABILITY OF LIBRARY SERVICES

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PRESCOTT VALLEY PUBLIC LIBRARY

AMERICAN LIBRARY ASSOCIATION LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980.
Inclusion of "age" reaffirmed January 23, 1996.

Reviewed and Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

FREEDOM TO READ POLICY

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and

librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

Reviewed and Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

FREEDOM TO VIEW POLICY

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed January 10, 1990, by the ALA Council

Reviewed and Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

LIBRARY RESOURCES REVIEW POLICY AND PROCEDURE

1. The selection of paper, electronic resources and programs to be included in the Library resources collection is delegated to the Librarian. That selection may be further delegated by the Librarian to such professional staff as the Librarian may deem appropriate. The selection of resources shall be within the discretion of these individuals, informed by the Library Bill of Rights, the Freedom to Read Policy, the Freedom to View Policy and the collection Development Policy (attached).
2. Patrons may provide input on the selection process by stating their preferences against resources in the collection by submitting a "Resource Request" form. Any such Request shall be considered confidential beyond the staff members assigned by the Librarian to consider it.
3. The Librarian shall review the Request form with such professional staff to whom selection of resources has been delegated as the Library may determine to be appropriate. The decision from that review shall be communicated in writing to the patron within thirty (30) days.
4. In the event a patron is dissatisfied with the determination of the Librarian, the patron may request in writing that the matter be reviewed by the Library Board. Any such request must be in writing, received by the Board Secretary within fourteen (14) days after the patron received the Librarian's determination. Such request must set forth in detail the basis of disagreement with the Librarian's determination. Such request to the Board cannot be considered confidential.
5. The Library Board shall conduct a hearing on the request at a special or regular public meeting, no later than sixty (60) days from the date it is received. The Review Committee will consist of three members of the Prescott Valley Public Library Board of Trustees. The committee will be chaired by the Board President. The hearing date will be posted in compliance with the Open Meeting Law. A final determination by vote of the Board may be taken at the end of the hearing or at such time as the hearing may be continued. The Board determination shall be at the discretion of the Board, informed by the policies attached hereto. Availability of resources shall not be affected until a final vote of the Board is taken.

*Library Resources – Resources includes materials in all formats and Library programs.

Adopted: December 6, 2011

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**PRESCOTT VALLEY PUBLIC LIBRARY
REQUEST FOR REVIEW OF LIBRARY RESOURCES**

Date: _____

Author: _____

Title: _____

Reader's/Viewer's Name: _____

Address: _____

Represents: Self _____

Organization _____ (If complainant represents an organization)

Name of organization/individual

Address of organization/individual

Name of officer or person in charge _____

Be clear that library resources under reconsideration will not be removed from use or have access restricted, pending completion of the reconsideration process.

1. How did you learn about this library resource?

2. Why did you feel you needed to react to this library resource?

3. What are your objections to this library resource? (If specific pages/scenes, please cite)

4. What harm do you feel might be the result of reading/viewing this library resource?

5. Did you read/view the entire library resource? ____ Yes ____ No

6. Is there anything worthwhile in the library resource?

7. Have you read any professional reviews of the library resource? ____ Yes ____ No
If so, please list names of critics and source of reviews:

- a)
- b)
- c)

8. After reading professional review, do you still object to the library resource?
_____ Yes _____ No

9. What is the purpose, theme or message of the library resource? How well does the author/producer/composer accomplish this purpose?

10. In view of the author's purpose, would you say he/she succeeded ____ or failed ____?

11. Does this library resource enrich and support the personal needs of the users, taking into consideration their varied interests, abilities, and learning styles?

12. If the story is fantasy, is it the type that has imaginative appeal and is suitable for children? ____ Yes ____ No for young adults? ____ Yes ____ No

If both are marked no, for what age group would you recommend this library resource? _____

13. Will the reading and/or viewing and/or listening to this library resource result in more compassionate understanding of human beings?

14. Does it offer an opportunity to better understand and appreciate the aspirations, achievements, and problems of various minority groups? ____ Yes ____ No

15. Are any questionable elements of the story an integral part of a worthwhile theme or message? ____Yes ____No

DATE RECEIVED:_____

Summary of the results:

Signatures of members of the Review Committee:

Date_____

Signature of complainant:_____

B. POLICIES GOVERNING LIBRARY OPERATIONS

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PRESCOTT VALLEY PUBLIC LIBRARY

CELL PHONE USE POLICY

Patrons are asked to use their cell phones, audible pagers and similar devices in a manner that will not disturb others.

If the noise level disturbs others, the patron may be asked to relocate.

Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

CIRCULATION, RENEWAL AND OVERDUE MATERIALS POLICY

PRINCIPLE(S)

Prescott Valley Public Library (PVPL) supports access to library materials in cooperation with other libraries in the Yavapai Library Network (YLN).

PRACTICE

Circulation: Except as otherwise provided in this Policy, most materials circulate for three weeks.

Renewals: Most materials, except those identified as “Cool Express” materials (as defined below), may be renewed twice unless another patron has requested the item.

Overdue Fines: Patrons will be assessed 20 cents per day for each regular overdue item and \$1.00 per day for each overdue Cool Express item. A patron’s borrowing privileges will be revoked if and when \$10.00 or more in overdue fines, fees, and/or lost materials is posted to the patron’s account. Borrowing privileges will be promptly restored once the patron’s account balance is reduced to less than \$10.00. Fines shall not exceed the cost of the item.

Damaged/Lost Materials: If a patron returns an item that has been damaged beyond normal use or if a patron loses an item, a notice will be sent to the patron assessing fees and costs for the lost or damaged item (including a lost or damaged media case). The fee for a lost or damaged item shall be equal to the cost of the item plus a non-refundable processing fee of \$5.00.

Refunds: If a patron recovers and returns a lost item or replaces a lost or damaged item with an exact replacement, the patron may request a refund of the costs and fees paid (less the non-refundable processing fee of \$5.00). The refund request must be processed through the Town of Prescott Valley Management Services Department and must be accompanied by the receipt issued to the patron by the Library for the payment of the costs and fees. A refund will be not issued without the original receipt and may take two to six weeks to be processed. No refunds will be issued to patrons whose overdue accounts have been submitted to a collection agency.

Returns with Missing Pieces: Patrons who return library materials with any missing piece(s) will have their borrowing privileges suspended until the missing item(s) are returned. A courtesy call will be made to notify the patron. If the missing item(s) is not returned within 6 weeks, the patron will be charged for the replacement of the missing piece(s). When the missing piece(s) is returned or the cost thereof is paid, the patron’s borrowing privileges will be reinstated.

Collections: Notices will be sent to patrons advising them of all charges due on their account. Accounts with balances in excess of \$25.00 may be submitted to a collection agency if the holder of the account does not reply to a final notice within two weeks of the date of the notice. If an account is submitted to a collection agency, an additional \$15.00 referral fee will be assessed against the patron. Until the patron account is cleared through the library, borrowing privileges will be suspended.

Network: Some Yavapai County Network libraries have different loan periods and fine assessments. The fee schedule and due dates of the lending library supersede those of PVPL. But, all issues related to overdue, lost or damaged materials loaned by a network library to PVPL patrons will be resolved at PVPL, and all fines, fees or costs associated with network library loaned

materials shall be paid by the patron with cash, credit/debit card or check payable to the Town of Prescott Valley.

Cool Express: New popular materials will be selected and identified as ‘Cool Express’ items. Cool Express items will circulate for one week only and no holds or renewals will be permitted.

eReaders: eReaders circulate for three weeks and are subject to an overdue fine of \$1 per day. Patrons borrowing eReaders must sign the eReader Borrowing Agreement. There are no holds or renewals allowed.

Revised and Adopted: April 7, 2015

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Prescott Valley Public Library

eReader Borrowing Agreement

Guidelines for Borrowing and Use

- Borrowers must be at least 18 years old.
- Borrowers must present a valid library card
- Borrowers' library account must be in good standing with no fines in excess of \$10.00.
- The checkout period is 3 weeks. The overdue fine is \$1.00 per day.
- No Holds
- No Renewals
- If the device is not returned within **45** days of being overdue, Borrower will be charged the replacement cost of the device.
- The eReader must be returned to the Prescott Valley Public Library Circulation Desk during the Library's normal business hours. The device may **NOT** be returned in outdoor or indoor book drop boxes or returned to other Yavapai County libraries.
- Books must **NOT** be deleted from or added to the eReader. If the content of the device is altered, the Borrower will be subject to a \$25.00 fine.
- Borrower may only check out 1 eReader.

Replacement Costs

eReader Device	\$69 to \$139, depending on version
Protective Cover	\$12 to \$18, depending on version
Charger	\$10 to \$20, depending on version
Plastic Carrying Case	\$16
Processing Fee	\$5
Total Replacement Cost	\$112 to \$198, depending on version

AGREEMENT:

I, _____, (Please print full name) understand the rules for use set forth above and take full responsibility for the eReader that I am checking out today.

I agree [please check boxes before signing]:

- To return the device *inside* the Prescott Valley Public Library during normal business hours directly to a staff member. **I will NOT return the device to a drop box.**
- That I will not alter the content and settings of the device and will not remove or add books to the device. I understand that if I delete or add books to the device, I will be subject to a \$25.00 fine.

- To pay full replacement costs should the eReader or any accessories lost, stolen, not returned, or damaged in any way.

I acknowledge:

- I have received this eReader in good working order, complete with all accessories.

Print name _____

Signature _____ Date _____

Library Card Number _____ Phone # _____

Email Address _____

Staff Use:

Checkout:

Staff Member Name: _____

- eReader is functional/No damage
- eReader is charged
- All parts are included (Kindle Protective Case, Kindle, USB Power Cord, Plug Adapter, Quick Start Guide, and Title List).
- Confirmed library account is in good standing
- Gave user copy of this agreement

Check in:

Staff Member Name: _____

- eReader is functional/ No damage
- All parts are included (Kindle Protective Case, Kindle, USB Power Cord, Plug Adapter, Quick Start Guide, and Title List).
- eReader content intact

PRESCOTT VALLEY PUBLIC LIBRARY CODE OF CONDUCT

PRINCIPLES

- * Library patrons deserve the ability to enjoy Library services in an atmosphere that is safe and free of undue disruption.
- * To effectively carry out their responsibilities to the public (including ensuring a safe environment for themselves and the public), Library personnel must have authority to exercise reasonable control over their work areas and over public areas in the Library.
- * Library buildings, furnishings, equipment, and materials are provided at public expense for the benefit of all, and must be protected from negligent or intentional damage or loss beyond reasonable wear and tear.

POLICY

In accordance with ARS §9-416(1), it is the policy of the Prescott Valley Library Board of Trustees to prohibit disruptive behavior in any part of the Library premises. This Policy is intended to supplement any U.S. statute or regulation, Arizona statute or regulation, Prescott Valley Town Code provision, or Prescott Valley Town Policy which may also apply to any part of the Library premises.

Disruptive behavior is any behavior likely to (a) interfere with the ability of patrons to reasonably enjoy Library services, (b) interfere with effective operation of the Library, (c) reduce the safety of patrons and Library personnel, or (d) cause damage or loss to Library facilities, furnishings, equipment, or materials. Examples of disruptive behavior include (but are not limited to):

- boisterous “horse play” or “rough housing”
- consumption or exchange of tobacco or alcohol
- consumption of food or drink in non-designated areas (per Food and Drink Policy)
- criminal activity such as assault, trespass, criminal damage, arson, theft, gang activity, weapons violations, gambling, illegal drug use, sexual offenses, exploitation of children, etc.
- damaging or defacing books, magazines, newspapers or other media
- display of obscene material (including display on view screens on any device)
- entry into non-public areas (except with approval of Library personnel)
- failure to properly supervise children under a person’s responsibility at that time
- inappropriate public displays of affection
- misuse of furnishings and equipment
- sustained loud conversation or other noise
- unwelcome harassment
- use of profanity
- use of Library telephones (except with approval of Library personnel)

In addition to any other penalty which may be applied by other agencies for disruptive behavior in any part of the Library premises, failure of Library patrons or other persons to comply with this Policy may result in their expulsion from the Library premises and loss of future Library privileges for up to one year.

PROCEDURES

- 1) If patrons are non-compliant with Library personnel's request to refrain from disruptive behavior, they may be asked to leave the Library.
- 2) Volunteers should defer to Library personnel in disruptive behavior situations.
- 3) If circumstances allow, Library personnel should attempt to resolve the disruptive behavior in a calm but firm manner.
- 4) If it appears that disruptive behavior is escalating, Library personnel or Volunteers in Policing (VIPs) should immediately contact the Library Manager.
- 5) A Librarian, Assistant Library Director or Circulation Supervisor will serve as the "person in charge" if a Library Manager is not present.
- 6) Library personnel should not place themselves or other persons in harm's way but should call the police to assist with the removal of a non-compliant disruptive patron.
- 7) Sanctions applied to disruptive behavior under this Policy should be commensurate with the seriousness of individual events and/or the total number of events by the same person. Where possible, progressive sanctions should be applied.
- 8) If a minor has caused disruptive behavior, Library personnel and/or a Volunteers (VIP) in Policing may ask the minor to call a parent or guardian informing them that they are being asked to leave the Library. Library personnel or Volunteers in Policing (VIP) may then ask to talk to the parent or guardian.
- 9) In the event the police are called to assist with a disruptive behavior incident, the resulting police report will be reviewed by the Director. If the Director determines that future library privileges of the disruptive patron should be revoked as a sanction for such behavior, the Director will send a letter by regular U.S. mail and by certified mail (return-receipt requested) to the address indicated in the police report setting forth the nature of the disruptive behavior and the period of time that Library privileges will be revoked. The letter will inform the disruptive patron of his/her right to request a review of the Director's decision to revoke by the Library Board of Trustees. Any such sanction shall be effective until revised by majority vote of the Library Board of Trustees. Failure to request in writing a Library Board of Trustees hearing within 30 days after the date of the revocation letter shall result in the sanction becoming final. Any review hearing shall be held in accordance with rules established from time to time by the Library Board of Trustees.
- 10) This Policy may be enforced in accordance with any applicable law. Nothing herein shall prevent the Library from requesting an Injunction Against Harassment in the Prescott Valley Magistrate Court.

Revised and Adopted: June 10, 2014

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PRESCOTT VALLEY PUBLIC LIBRARY CODE OF CONDUCT

In accordance with the Prescott Valley Public Library “Code of Conduct,” Library patrons engaging in disruptive behavior may be asked to leave the Library and the Library premises and may ultimately lose their Library privileges.

Disruptive behavior is any behavior likely to (a) interfere with the ability of patrons to reasonably enjoy Library services, (b) interfere with effective operation of the Library, (c) reduce the safety of patrons and Library personnel, or (d) cause damage or loss to Library facilities, furnishings, equipment, or materials.

Examples of disruptive behavior include (but are not limited to):

1. Posing a sanitary or health risk to others including, but not limited to, lacking appropriate attire while in the Library (shoes and shirts must be worn at all times) and/or entering the Library with offensive hygiene (excessive dirt or odor).
2. Abuse or vandalism of library equipment, artwork, furniture, including attempts to interrupt or vandalize the computer system.
3. Harassment of staff, volunteers, or patrons.
4. Eating in non-designated areas (food and drinks are permitted in designated areas, but must have secured lids).
5. Gambling, panhandling, soliciting, sleeping or loitering.
6. Any use of drugs, alcohol, or tobacco.
7. Bathing, shaving, washing clothes and hair in the restrooms.
8. Use of cell phones or other electronic devices in a manner that disrupts other patrons.
9. Voyeurism or peeping, exhibitionism or flashing, lewd or lascivious acts.
10. Not complying with signage or verbal communication from staff.
11. Any other violations of applicable town, state and federal laws, ordinances and statutes that apply to the library.

The following items are prohibited from being brought into the library:

1. Bicycles, bedrolls, blankets, motorized scooters that are not ADA-approved and other large articles should not be brought into the Library without prior approval.
2. Animals (except for service animals).

Revised and Adopted: June 10, 2014

PRESCOTT VALLEY PUBLIC LIBRARY

COLLECTION DEVELOPMENT POLICY

PRINCIPLE(S)

Authorized selectors add and remove material from time to time in diverse formats (print, electronic, etc.) from the Library collection. In making choices about which additions and deletions to make within their assigned areas, selectors are guided by the general principle that the collection should include materials that are of the greatest direct benefit or interest to the community. Within that broad principle, selectors choose materials that are of requisite and appropriate quality, within the constraints of likely demand, relative cost, available space, and potential alternatives. The selection of resources shall be within the discretion of these individuals, informed by the Library Bill of Rights, the Freedom to Read Policy, and the Freedom to View Policy.

PRACTICE

Authorized selectors may exercise discretion in deciding which materials to add or remove from the portion of the Library collection to which they have been assigned. Selectors' decisions should generally reflect the historical purpose of the Library of facilitating learning and cultural enrichment for the patrons in the Yavapai County area.

In particular, selectors should be guided by the following additional considerations:

- Preference should be given to materials that are relevant and timely rather than archival in nature.
- Although the Library does not provide basic school texts, it will consider providing supplementary materials that enrich the resources available in local schools.
- Consideration should be given to requests made by patrons using forms provided by the Public Service desks.
- Consideration should be given to items requested more than three times (and from different individuals) through interlibrary loan.
- Consideration should be given to items offered for donation from private collections, so long as the items are new (current or previous year) and in excellent condition. Items not selected for addition to the collection may be directed to the Friends of the Library for fundraising purposes.
- Generally, materials will be removed from the collection that: (a) lack demand, (b) are obsolete, (c) are in a deteriorated condition from use, age or abuse, or (d) are nonfiction items in the adult collection older than thirty years. Selectors determine whether such items will be replaced.

- Selectors typically work directly with vendors registered with the Town Management Services Department through encumbrance of budgeted amounts by May 1 of each year. Selectors are expected to remain aware of new purchasing arrangements developed from time to time (e.g. standing orders, rental plans, cooperative spending among YLN members, etc.). With approval from administrative staff, selectors may also approach the Friends of the Library to purchase specific materials.
- Selectors are encouraged to coordinate with each other with regard to the acquisition and removal of items that may overlap their assigned areas. This includes sharing information about visits from vendor sales representatives.
- Consideration should be given to availability of official documents or records of the Town (e.g. Town Council meetings, citizen surveys, development plans, etc.) that may have a special historical interest, and other items of specific cultural, historical, or biographical interest to the community. Consideration may also be given to seeking institutional partners in maintaining such materials.

Revised: December 6, 2011

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PRESCOTT VALLEY PUBLIC LIBRARY

CONFIDENTIALITY OF USER RECORDS

Purpose

The Prescott Valley Public Library is committed to protecting the privacy of its patrons in accordance with the American Library Association's Code of Ethics and the Arizona Revised Statutes, Section 41-151.22, which provides:

- A. Except as provided in subsection B of this section, a library system supported by public monies shall not allow disclosure of any record or other information, including e-books, that 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.
- D. For the purposes of this section, "e-book" means a book composed in or converted to digital format for display on a computer screen or handheld device.

Policy

- 1. Without the written consent of a patron, no one other than the patron may have access to his/her library card or any record or information pertaining to the patron's account.
- 2. If a patron does not have their library card, photo identification must be provided for their account. The patron will also have to verify address and pin number for account access. Patrons will not be provided access to other family members' accounts without the written consent of the family member.
- 3. The only information a patron may request by phone is that pertaining to the number and/or titles of materials checked out by the patron. This information will be given only to the patron upon verification of name and/or library card number.
- 4. No record of a patron's borrowing history is kept by the Library, unless the item is/was delinquent or the item has been Claims Returned.
- 5. Any subpoena or court order for records or information pertaining to a patron's account must be reviewed by the Town Attorney prior to disclosing the requested information.

Revised and Adopted: March 3, 2015

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PRESCOTT VALLEY PUBLIC LIBRARY

CUSTOMER SERVICE POLICY

The mission of Prescott Valley Public Library is to make available a broad range of library materials, to provide up-to-date and accurate information, and to offer services and programs desired by the community of Prescott Valley. In fulfilling this mission, the library strives to act as the most convenient point of access for the needed materials and information and to actively seek to make community members and organizations aware of library resources and services.

Additionally, the Prescott Valley Public Library strives at all times to provide excellence in customer service. Superior customer service means that educated and knowledgeable staff is ready to assist patrons in finding the materials and services they want and need. Prescott Valley Public Library customer service also means that the staff will try to offer services in a fair manner that treats everyone with courtesy and respect and asks for courtesy and respect in return.

The following elements are emphasized in providing public service:

1. Library staff will treat every patron with equal respect and every request with equal importance.
2. Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.
3. Skilled library staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.
4. Library policies and procedures exist to make library resources available on an equitable basis. If anyone has a question about why the library has a policy or if the purpose of a policy is not understood, an explanation should be provided or else referred to a supervisor or the director of the library.
5. The ultimate goal of library service is to meet library patrons' expectations for service while fulfilling the library's mission. Any comments are welcome regarding how well those expectations are being met.

Ethics:

All library patrons deserve equal consideration and respect for their requests for library service. Library staff will seek to carry out the mission of the library in a way that provides optimum service to all. Library staff recognizes the confidentiality rights of library patrons. As a result, library staff will not reveal the identity of people using library materials to a third party nor will library staff reveal the items checked out on another patron's card. An exception to this policy will be parents who come to the children's department with the child's card or some identification. All requests for information will be considered confidential and such requests will never be discussed with a third party, except with another librarian for the purpose of answering the question. Staff members will respond to inquiries with the best factual information available but will refrain from offering personal opinions or advice in response to queries. In particular, library staff may direct patrons to sources of consumer information, but they will not recommend products or services.

Adopted: April 4, 2002

PRESCOTT VALLEY PUBLIC LIBRARY

DONATIONS POLICY

Members of the public seeking to donate items to the Prescott Valley Public Library should follow the steps listed below:

- Submit a short written description or photograph of the item to be donated to the Prescott Valley Public Library Administration with appropriate contact information.
- Unsolicited items will not be accepted if dropped off at the Prescott Valley Public Library without prior approval.
- Items to be donated will be reviewed by the Library Administration and contact will be made if the item is accepted or not accepted.
- Once accepted, donated items become the property of the Prescott Valley Public Library. Periodically, items may be purged.

Adopted: November 2, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

FAILURE TO CLAIM MATERIALS PLACED ON HOLD POLICY

Patron has ten days to retrieve a hold once the item is available. After ten days, the item will be returned to the lending Library or, if it is from the Prescott Valley Public Library, will be reshelved or issued to the next hold request where applicable.

Adopted: November 2, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

FOOD AND DRINK POLICY

1. Enjoy beverages in spill-proof containers.
2. Please limit snacks to dry foods, such as nuts, pretzels, cookies or candy.
Please keep all other food and beverage items in the café area.
3. In the vicinity of any computer, photocopier, printer and other electronic equipment areas, only beverages in spill proof containers are allowed. Food items are not allowed in these areas.
4. Please help keep the Library clean for other Library users by disposing of waste in the trash receptacles located throughout the Library and reporting accidental spills to Library Staff.

Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

GROUP VISITS AND TOURS POLICY

Two weeks notice is recommended to avoid scheduling conflicts with other groups and library activities and so that the group may be accommodated without disruption of normal public service.

A suggested visit would be 30-45 minutes and might include:

- A short explanation of how to get a library card, loan periods, number of items that can be checked out per card
- A short story
- A short tour of the Library, pointing out materials that would be of interest to a particular age group, such as the organization of Adult and Youth Services, reference, circulation, online catalog, and online databases
- More detailed instruction on how to use library materials and how to search for report materials in specific subject areas

A reservation form is available.

Adopted: March 4, 2008

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RESERVATION FORM FOR GROUP TOUR

DATE OF VISIT: _____

TIME OF VISIT: _____

SCHOOL OR GROUP NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

LEADER'S NAME: _____

AGE OR GRADE: _____

NUMBER IN GROUP: _____

TYPE OF PROGRAM: _____

LIST OF TOPICS BEING RESEARCHED (if applicable): _____

***Twenty-four hour cancellation notice is appreciated.**

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PRESCOTT VALLEY PUBLIC LIBRARY
INTER LIBRARY LOAN AND
RESOURCE ACCESS AND ATTAINMENT POLICY

Any book Prescott Valley Public Library does not own, the Library shall borrow first through the Yavapai Library Network. If not available, the Library shall comply with the Arizona Resource Access and Attainment Policy for Public Libraries Agreement (AzRAP), which provides the following:

Access to WorldCat
Unlimited ILL fee paid (public libraries)
Batch loading as needed

The Prescott Valley Public Library will:

1. Work with patrons, at no charge, to locate materials.
2. Impose a \$3.00 fee for materials that are not picked up by a requesting patron. This fee will be charged to the requesting patron's Library account.
3. Provide specific information on attaining material. Patrons may be offered several options to attain material, including:

Patron purchase of low-cost materials
Library purchase of materials
Database and web sources
Inter Library Loan

4. When materials can only be attained through Inter Library Loan, offer to secure the loan for the patron.
5. Provide materials to other Arizona public, regent, or community college members at no charge.
6. Provide an electronic copy of this policy to the Arizona State Library each time the policy is updated.
7. Require the requesting patron to be financially responsible for lost or damaged Inter Library Loan items.

Revised and Adopted: March 3, 2015

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PRESCOTT VALLEY PUBLIC LIBRARY

INTERNET/COMPUTER/WIRELESS USE POLICY

INTERNET DISCLAIMER NOTICE

The Internet is a global electronics information network, which is not regulated by any local, state, federal or international authority.

Some materials found on the Internet may contain information that is controversial, offensive, erroneous or illegal.

Prescott Valley Public Library disclaims any warranty of the accuracy, timeliness, authoritativeness or usefulness of the materials, and shall have no liability for any direct, indirect, or consequential damages related to the use of these materials

Access to, or use of the Internet by minor children under age 18 is solely the responsibility of the parent or legal guardian.

CONDITIONS OF USE OF THE INTERNET

1. Users must agree to the Prescott Valley Public Library Internet/Computer/Wireless Use Policy.
2. Internet workstations are available for walk-in use only.
3. Use of any internet access is subject to availability. All workstations shut down 15 minutes prior to closing. Library staff may terminate public computer sessions that have lasted longer than 60 minutes to accommodate other patrons who are waiting for computer access. Guest sessions may be granted for patrons under age 16 with parental permission.
4. Library staff may terminate a public computer session due to inappropriate patron behavior. (*See: Code of Conduct.*)
5. All Library card holders, including minors, automatically have internet privileges. Minors may be restricted from internet privileges by the personal request of parent or guardian.
6. Patrons will be charged for all pages printed. It is the responsibility of the patron to properly select pages to print. Please ask for assistance if needed.
7. In accordance with US law (US Code, Title 17), users shall not reproduce or distribute copyrighted materials.
8. Users are prohibited from accessing and displaying explicit sexual material pursuant to Arizona Statute (ARS 13-3507).
9. Users are prohibited from exhibiting any material picturing minors engaged in harmful conduct pursuant to Arizona Statute (ARS 13-3507)
10. Users are prohibited from furnishing obscene or harmful items to minors pursuant to Arizona Statute (ARS 13-3506)
11. Users are prohibited from committing telecommunications fraud pursuant to Arizona Statute (ARS 13-3507).
12. Users are prohibited from committing computer fraud pursuant to Arizona Statute (ARS 13-2316).
13. Internet traffic is filtered and recorded in compliance with Federal, State and local laws and policies.
14. There is no technical support for wireless access.
15. Headphones are required for sound.

Failure of any library user to act in an ethical and legal manner, or to adhere to the conditions of use set forth above, may result in expulsion from the Library, loss of library privileges, and/or prosecution in a court of law.

A Library shall not allow disclosure of any record or other information which identifies a user of library services.
(ARS 41-1354)

Revised and Adopted: August 5, 2014

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PRESCOTT VALLEY PUBLIC LIBRARY

LIBRARY CARD POLICY

PRINCIPLE(S)

Prescott Valley Public Library (PVPL) supports access to library materials in cooperation with other libraries in the Yavapai Library Network (YLN).

PVPL protects patron privacy. Personal information is not disclosed unless required by law.

PRACTICE

Cost/Residency: A PVPL card is free to all Yavapai County residents with photo identification and proof of residency.

Any child under the age of 16 must have a parent or guardian present to obtain a card or to replace a lost or stolen card. If a minor from 16 to 17 years of age obtains a card without a parent present, the parent or guardian will be notified by mail.

An adult, or legally emancipated youth, without proper mailing identification, may obtain a temporary library card with limited privileges until proof of current Yavapai County address can be provided.

Registration: All necessary information is input directly into the Integrated Library System of the Yavapai Library Network, no application or registration card is filled out.

Responsibility: Patrons are responsible for all items checked out on their library card. Should a library card be lost or stolen, call the PVPL immediately to report it (928-759-3040). Responsibility for items checked out on a stolen card continues until a police report is filed with the Prescott Valley Police Department.

A library card remains active if used at least once in a two year period. Library cards do not expire.

By signing the library card, adults/emancipated youth acknowledge responsibility for all use of the card. Also, parents / guardians acknowledge responsibility for the use of the library card by their children / wards(s). This includes sites viewed on and information downloaded from the Internet and all other materials accessed while in the library or checked out.

Revised and Adopted: June 10, 2014

PRESCOTT VALLEY PUBLIC LIBRARY

LOST AND FOUND POLICY

PRINCIPLE(S)

As set forth in the Prescott Valley Town Facilities Use Policy, No. 1-07, the Library expressly assumes no responsibility for articles lost or stolen during scheduled events or during other occupancy or use of the Library.

PRACTICE

As a matter of practice, items found in the Library which appear to be lost personal items of patrons are placed in designated locations at Circulation.

In administering such items, Library staff shall endeavor to be guided by the following considerations:

- Where possible, wallets, cell phones, iPods, jewelry or similar items of value will be kept in a locked cabinet.
- Where items have indications of identification on them, staff will make reasonable attempts to identify and notify owners that the item is being held. Lost Library cards will be handled according to a separate policy.
- Items not retrieved from Circulation within a 30-day period will be turned over to the Town and handled in accordance with the Prescott Valley Disposition of Unclaimed Money and Property Policy, No. 1-06.

Adopted: May 4, 2010

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PRESCOTT VALLEY PUBLIC LIBRARY

PERSONAL BELONGINGS POLICY

The Prescott Valley Public Library is not responsible for personal items belonging to patrons.

Adopted: March 4, 2008

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PRESCOTT VALLEY PUBLIC LIBRARY
POSTING OF INFORMATION AND SIGNAGE POLICY

PRINCIPLE(S)

Prescott Valley Public Library (PVPL) supports access to community information.

Signage will communicate policies and information to help staff serve our customers and help our clientele have a satisfying Library experience.

PRACTICE

Community postings must be approved by Library Administration. Postings will be located in a designated area.

Priority will be given to information related to the Prescott Valley Public Library (PVPL), Town of Prescott Valley, non-profit entities supporting reading or literacy, other non-profit groups providing a social service (such as providing food, clothing, educational programs and shelter). Profit groups and private parties will not be permitted to place or distribute information in the Library.

Postings will be no larger than 11" x 17".

Information must be timely. Information will be reviewed periodically and removed when outdated.

Revised and Adopted: March 3, 2015

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PRESCOTT VALLEY PUBLIC LIBRARY

ROOM USE POLICY

The PC Lab, Genealogy Room, Children's Program Room, Digital Media Lab and Campsites may be reserved subject to availability as determined by assigned Library staff. Users of the Children's Program Room are responsible for set-up and take-down.

Room capacities and availability schedules:

PC Lab

Capacity:	20	
Availability:	Monday, Tuesday	9 a.m. – 6:00 p.m.
	Wednesday, Thursday	9 – 10 a.m., 2 – 7:30 p.m.
	Friday	9 – 10 a.m., 2 – 4:30 p.m.
	Saturday	12 – 2:30 p.m.

Genealogy Room

Capacity:	12	
Availability:	Monday through Thursday	9 a.m. – 12:00 p.m., 5 – 7:30 p.m.
	Friday, Saturday	9 a.m. – 12:00 p.m.

Children's Program Room

Capacity:	45	
Availability:	Monday, Tuesday	9 a.m. – 7:30 p.m.
	Wednesday, Thursday	1 – 7:30 p.m.
	Friday	9 a.m. – 4:30 p.m.
	Saturday	9 a.m. – 2:30 p.m.

Digital Media Lab

Capacity:	10	
Availability:	Monday through Thursday	9 a.m. – 7:30 p.m.
	Friday	9 a.m. – 4:30 p.m.
	Saturday	9 a.m. – 2:30 p.m.

Campsites

Capacity:	4	
Availability:	Campsites are generally assigned on a first-come, first-served basis.	

Adopted: March 3, 2015

PRESCOTT VALLEY PUBLIC LIBRARY
SALES OR SOLICITATION OF FUNDS POLICY

Only Prescott Valley Public Library, Friends of the Prescott Valley Public Library, and Prescott Valley Public Library Foundation, Inc., will be allowed to sell, solicit funds or articles on the premises.

Adopted: February 6, 2007

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PRESCOTT VALLEY PUBLIC LIBRARY

UNATTENDED CHILDREN and SPECIAL NEEDS INDIVIDUALS POLICY

PRINCIPLE(S)

The Prescott Valley Public Library welcomes individuals of all ages and abilities. However, the Library is not a child care facility and is not a safe environment to leave children and special needs persons unattended.

The responsibility for the safety and behavior of children and/or individuals with special needs in the Library rests with their parents, legal guardians, or other responsible adult caregivers, not siblings.

Library staff is not responsible for the care of unattended children or special needs individuals in the Library.

Children under ten years old and anyone with special needs who requires a caregiver must have supervision at all times while in the Library, including the auditorium, the Crystal Room, the observation deck and the Library grounds.

PRACTICE

Library staff and/or a Volunteer in Policing (VIP) will attempt to locate the parents or responsible adult caregivers of unattended children and/or special needs individuals in the Library. Library staff or a VIP will attempt to contact them via the phone. If unsuccessful, the Prescott Valley Police Department will be called at the nonemergency number of 928-772-9267.

Disruptive behavior will be handled according to the Disruptive Behavior Policy.

If unattended minors and/or special needs individuals are in the Library at closing, more than one staff member will wait ten minutes for the parents or adult caregivers to arrive. If the parent or adult caregiver does not arrive by ten minutes after closing, the Prescott Valley Police Department will be called. The Library Staff will wait for the police to arrive.

Adopted: February 5, 2013

PRESCOTT VALLEY PUBLIC LIBRARY

VIRTUAL REALITY ROOM POLICY

Use of the Virtual Reality Room is controlled by a monitoring program.

Use is conditional on agreeing to the Prescott Valley Public Library Internet/Computer/Wireless Use Policy.

A valid library card is required to check out auxiliary equipment. Users will be responsible for returning equipment in good condition and will be responsible for any damages.

- No more than three users per station. All users must sign in showing a valid library card or identification.
- Larger groups can be accommodated by reservation through Library administration.
- Use of the room may be subject to supervision.
- No food or drink in the Virtual Reality Room.
- Use of the room is governed by current Library operating policies.
- Unresolved damages will result in the loss of Library privileges.

Adopted: November 2, 2010

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C. POLICIES GOVERNING FINANCIAL SUPPORT OF LIBRARY

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PRESCOTT VALLEY PUBLIC LIBRARY

GIFTS POLICY

Any gift items donated to the Library will be received by the Friends of the Prescott Valley Public Library.

Money donated to the Prescott Valley Library must be made payable to the Friends of the Prescott Valley Public Library.

Adopted: June 27, 1994

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