

Brand Platform
Capital Improvement Plan
Disaster Plan
New Employee Training Manual

Policies Manual

Procedures Manual
Records Management Plan
Strategic Plan
Technology Plan
Web Presence Plan

Revision History

Cardholder Policy (02/2010)
Collection Development Policy (08/1996)
Computer Use Policy (2/2010)
Disruptive Behavior Policy (05/2012)
Non-Returned Library Materials Policy (02/2010)
Internet Use Policy (9/2005)



ShowLowPublicLibrary

Show Low, AZ
December 22, 2015

www.showlowaz.gov/library

Table of Contents

1. SUMMARY	3
1.1. Purpose	3
1.2. About the Library	3
1.3. Service Priorities	3
1.4. Service Hours	4
1.5. Policy Enforcement	4
2. LIBRARY OPERATIONS	5
2.1. Fee Policy	5
2.2. Partnership Policy	5
2.3. Sponsorship Policy	5
2.4. Support Organization Policy	6
2.5. Volunteer Policy	6
3. LIBRARY USERS	9
3.1. Cardholder Policy	9
3.2. Privacy Policy	9
3.3. General Behavior Policy	10
3.4. Computer and Equipment Use Policy	12
3.5. Internet Use Policy	13
3.6. Feedback and Complaint Policy	14
3.7. Loss of Library Privilege Policy	14
4. LIBRARY MATERIALS AND SERVICES	15
4.1. Collection Development Policy	15
4.2. Resource Access and Attainment Policy	17
4.3. Class and Event Policy	18
4.4. Homebound Delivery Policy	18
4.5. Test Proctor Policy	18
5. LIBRARY FACILITY	21
5.1. Facility Use Policy	21
5.2. Facility Room Rental Policy	21
5.3. Bulletin Board and Distribution of Free Material Policy	22
5.4. Exhibit Policy	22
5.5. Lost and Found Policy	23

1. SUMMARY

1.1. Purpose

This manual presents policies for Show Low Public Library. These policies are intended to ensure consistent enforcement of rules and regulations for the use and operation of the library.

This section describes the purpose of the manual, policies related to the library, service priorities and hours, and policy enforcement. The “Library Operations” section describes fees, partnerships, sponsorships, support organizations, and volunteers. The “Library Users” section describes policies related to cardholders, privacy, general behavior, computer and equipment use, Internet use, feedback and complaints, and loss of library privilege. The “Library Materials and Services” section describes policies related to collection development, interlibrary loan, classes and events, homebound delivery, and test proctoring. The “Library Facility” section describes policies related to facility use, meeting room use, bulletin boards and distribution of free materials, exhibits, and lost and found items.

Library staff should utilize the Policies Manual in conjunction with the Procedures Manual and other guiding plans and manuals.

1.2. About the Library

Show Low Public Library is a municipal public library serving Show Low and the surrounding communities in the White Mountain region of northeastern Arizona. The library is a division of the City of Show Low Community Services Department and a founding member of Navajo County Library District.

1.3. Service Priorities

The following services are essential to achieving the library’s mission to deliver high-quality public education for all ages:

1. Quality customer service;
2. Access to the library during convenient hours;
3. Access to a collection of current and relevant library materials, both physical and digital;
4. Access to technological resources, particularly the Internet; and
5. Classes and events, especially those that support early literacy and lifelong learning.

The library also supports the American Library Association’s [Library Bill of Rights](#), which states, in part, that libraries are forums for information and ideas and library services should not be denied to anyone because of origin, age, background, or views.

1.4. Service Hours

The library shall be open as often as practical within the restriction of the library's budget. Holiday closures shall generally conform to those of other City of Show Low offices.

1.5. Policy Enforcement

The library shall enforce all policies in the safest manner possible. Violation of any portion of these policies, or of any laws, shall subject the offending party to liability for any loss or damage, or suspension or potential deprivation of library privileges and/or use of the facility.

2. LIBRARY OPERATIONS

2.1. Fee Policy

The library shall make every attempt to provide materials, services and programs free of charge. However, some fees are necessary to ensure that all library users have equitable access. Therefore, the library may charge fees for certain items and services, such as charges for room rentals, equipment use, and damage to or loss of library materials. Fees will be set by Show Low City Council in coordination with Navajo County Library District and its member libraries. The library may submit unpaid accounts to a collection agency to facilitate retrieval of taxpayer-funded materials.

2.2. Partnership Policy

The library shall seek out cost-effective partnerships with community agencies and organizations in support of the library's mission. These partnerships may include, but are not limited to, Navajo County Library District and its member libraries, the Arizona State Library, Archives and Public Records, Show Low Library Friends, Inc., community organizations, local businesses, and nonprofit organizations.

2.3. Sponsorship Policy

The library welcomes sponsorship from local business, corporations, families, and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available. The following principles will guide the library in the solicitation and acceptance of gifts, grants or support to enhance or develop library materials, programs and services:

- All gifts, grants and in-kind support must further the library's mission and vision;
- All gifts, grants and in-kind support must safeguard equity of access to library services;
- Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community; and
- Sponsors may not direct the selection of collections or require endorsement of products or services.

The library must approve all gifts, grants and in-kind support given with special requirements. The library reserves the right to make decisions regarding the implementation of each gift, grant or in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with the library.

Endowments and Naming Rights

The library will consider naming opportunities on a case by case basis and will consider creating endowments or naming areas of the library using the following criteria:

- Preference shall be given to names reflecting the geography or historical significance of Show Low and the White Mountain region;
- Generally, the library will consider naming rights for individuals or families who donate a significant and substantial amount of the total construction cost of a project, typically one-half or more of its total cost;
- The library may choose to honor an individual, usually deceased, who has contributed to the library's mission; and
- A name is not guaranteed to remain in perpetuity and may be changed in the future.

Show Low City Council will review and approve/deny all naming opportunities.

2.4. Support Organization Policy

The library recognizes the important role of support organizations, including Show Low Library Friends, Inc. ("Friends"). The role of the Friends is a support group, not a policy-making body. In recognition of the important role of the Friends, the library shall attempt to:

- Supply the Friends with necessary budget requests to indicate the anticipated needs for their support;
- Have the Library Services Manager attend meetings whenever their schedule allows as a non-voting member to report on library activities and to answer library-related questions; and
- Provide space in the library for fundraisers, such as book sales.

2.5. Volunteer Policy

The library encourages the participation of community members to contribute to routine operations and special programs or projects at the library. Tasks which volunteers may perform include, but are not limited to:

- Shelving library materials;
- Repairing/processing library materials;
- Blocking/facing/shelf reading library materials;
- Providing technical assistance;
- Cleaning and organizing; and
- Assist in classes and events.

Those interested in volunteering must follow City of Show Low procedures for volunteers, which may include completion of an application, drug test and background check. The library

reserves the right to reject volunteer applications and to discontinue volunteer opportunities at any time. All volunteers must sign in/out with the library during each shift.

In recognition of volunteers' significant contributions to the library, volunteers who are also registered cardholders may receive the same borrowing privileges as library staff and an annual volunteer appreciation gift as the library's budget allows.

Read to a Dog Program Volunteers

The library recognizes the importance of early literacy and its role in fostering lifelong readers. Studies have shown that reading to a dog improves children's reading skills, self-confidence, and engagement in the community by providing them with a nonjudgmental, comfortable and safe environment. Therefore, the library will strive to offer reading to a therapy dog as a library program. All dogs and volunteers must:

- Have an active certification as a therapy dog by an accredited organization;
- Have an active insurance policy;
- Register with the library; and
- Provide a copy of the certification and insurance to the library.

(This page is intentionally blank.)

3. LIBRARY USERS

3.1. Cardholder Policy

Registration

The library allows visitor access by nonresidents to library facilities and most resources for use in the library. To borrow library materials, residents must first register with the library to obtain a library card. Applicants must be 18, complete a library card application and present a valid photo ID and proof of a mailing address. Children under 18 must have a parent/guardian first register as a cardholder. Cardholders must agree to observe all rules and regulations of the library, to pay all charges for the damage or loss of library materials and any overdue fees, and to give notice of any change of contact information or lost card. There is no fee to receive a library card. The library may charge a replacement fee to reissue lost cards.

Loans and Renewals

Cardholders must present their library card to borrow library materials. The library may restrict certain library materials or limit the number of library materials that cardholders can borrow by type, material or subject. Cardholders may renew most library materials except materials that have a waiting list or have been renewed before, or are on an account that has accrued fees above a certain dollar amount.

3.2. Privacy Policy

Library User Privacy

In accordance with A.R.S. §41-151.22 (privacy of user records) and in support of the American Library Association's [Privacy: An Interpretation of the Library Bill of Rights](#), the library 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. Such records are only disclosed if necessary for the reasonable operation of the library, on written consent of the user, on receipt of a court order, or if required by law.

No library employee may release information about a cardholder's circulation record to anyone unless it is the personal record of the individual making the request or the personal circulation record of the requesting individual's legal dependent. The library may generate various forms of records with personally identifiable information for various business purposes, such as email reference requests and questions, cardholder requests, program requests, and PC reservations. This policy is not to be interpreted as restricting in any way the library's own right to use records in the course of conducting normal library business.

Website

The library may collect and store information from websites it, or the City of Show Low, operates. The library will only use this information to measure the number of visitors to different areas of the website to assist in making the site more useful. This information may include the:

- IP address of the user's computer or Internet Service Provider;
- Date and time the user accessed the site; and
- Pages that were accessed and how users navigated the site.

The library maintains website data separately from individual library account data. Library and staff may not look up library users' records to determine what websites or pages were visited.

The library may also collect and store information from other third party web-based services that the library uses in order to assist in making the service more useful or providing other library services online.

Records

The library maintains records in a variety of hard copy and electronic formats. The library destroys records on a routine basis through established City of Show Low procedures and in accordance with state public records laws and record retention requirements.

3.3. General Behavior Policy

The library welcomes community members to use library services, materials, programs, and facilities. Library users and staff have the right to visit the library free from physical discomfort, danger, emotional stress, and harassment. It is therefore the goal of the library to maintain a quiet, pleasant environment that is conducive to serious study, as well as casual use. Library users are subject to all applicable laws, as well as all library policies, including but not limited to:

Clothing

Library users must be fully clothed, including shirts and shoes.

Disruptive Behavior

In accordance with A.R.S. §13-2904, disorderly conduct is prohibited. Disruptive behaviors include, but are not limited to, engaging in fighting; making unreasonable noise, including loud conversations; disruptive use of mobile devices and music if the sound is transmitted to others (even if using headphones); using abusive or offensive language or gestures; making any protracted commotion, utterance or display; refusing to obey a lawful order to disperse; or recklessly handling, displaying or discharging a deadly weapon or dangerous instrument.

Hygiene

In accordance with A.R.S. §13-2917 (Public Nuisance) and §13-2908 (Criminal Nuisance), anything injurious to health, indecent or offensive to the senses is prohibited.

Food and Drink

Food and drink are allowed in the library *except* near library computers and equipment.

Furniture

Moving library furniture substantially from where it is placed by library staff is prohibited.

Littering

In accordance with A.R.S. §13-16011602, littering is prohibited.

Loitering

In accordance with A.R.S. §13-2905 (Loitering) and City Ordinance §10-1-10 (Obstructing Business Operations), soliciting or engaging in any business, trade, or commercial transaction involving the sale of merchandise or services, begging, or obstructing library services is prohibited. Tutoring is allowed.

Public Display of Explicit Sexual Materials

In accordance with A.R.S. §13-3507 and 47 USC §254(h) (Children's Internet Protection Act), public display of explicit sexual materials is prohibited.

Smoking

In accordance with A.R.S. §36-601.01 (Smoke-free Arizona Act), smoking is prohibited inside the library and within 20 feet of any entrance, window or ventilation system to the library.

Substance Abuse

In accordance with A.R.S. §Title 13, Chapter 34 (Drug Offenses), use of, or impairment by, drugs or alcohol is prohibited.

Theft or Damage

In accordance with A.R.S. §13-1802 and §13-1620, willful destruction of, or damage to, any library property, or removal of said property from the building without authorization through established lending procedures is prohibited.

Threatening Behavior

In accordance with A.R.S. §13-1202, threatening or intimidating is prohibited.

Trespassing

In accordance with A.R.S. §13-1502, trespassing is prohibited.

Unattended Children

In accordance with A.R.S. §13-3619 (Permitting life, health or morals of minor to be imperiled by neglect, abuse or immoral associations), caregivers are responsible for monitoring and regulating the behavior of children in their care. Children 11 and under may not be left unattended in, or on the grounds of, the library. For the safety and comfort of children, a responsible caregiver 12 and over must remain with the child while they use the library. Children 8 and over may attend library programs without a caregiver; however, the caregiver must remain inside the library during the program. The library will ask unattended children to call their caregiver for pick-up, and if unable to reach their caregiver, will contact Show Low Police Department.

Unattended and Oversized Items

Library users should not leave packages, backpacks, luggage, or any other personal items unattended. The library does not temporarily store any items for users and may confiscate any unattended items. Bicycles and skateboards are not allowed in the library. The library retains the right to inspect personal belongings if the user activates the library's security alarm.

Library users that violate any portion of these rules of conduct, or of any laws, shall be subject to liability for loss or damage, summary suspension or permanent deprivation of the facilities and privileges of the library, or other such disciplinary action.

3.4. Computer and Equipment Use Policy

The library maintains computers, office equipment, audio/visual equipment, and other technological equipment for the community. To use a computer, users agree to:

- Be a registered cardholder in good standing or obtain a temporary guest card;
- Use computer equipment and software as installed and not change any computer settings; and
- Adhere to time limits for use of computers and equipment.

Children under 18 may use library computers with word processing software and educational games with no, or limited, Internet access. Parents/guardians may grant permission for their children to use library computers to access the Internet by completing a permission form with the library.

The library may suspend the computer, equipment and/or library privileges of any user who fails to comply with these policies and any serious violation may result in legal action.

3.5. Internet Use Policy

The library provides free filtered Internet access in accordance with A.R.S. §13-3501, §13-3506, §13-3507, §34-502, and 47 USC §254(h) (Children’s Internet Protection Act). Internet access is available via the library’s public access computers or the library’s wireless network.

The library is unable to monitor, and has no control over, information accessed over the Internet. Therefore, users must take responsibility for their own activities online. The library assumes no liability for any damages, direct or indirect, arising from providing Internet access. All users are expected to use this resource in a responsible, courteous, and legal manner. The wireless network is insecure and users should note that information sent from, or to, their device can be captured by anyone with the appropriate equipment. Minors should be especially aware of safety and security when using electronic mail, chat rooms and other forms of direct electronic communication. Internet users agree to:

- Comply with all laws, including, but not limited to the display of content harmful to minors as defined in A.R.S. §13-3501, which is a Class 6 felony and may result in fines or imprisonment of up to one year for a first offense. Unauthorized access, including so-called “hacking” and other unlawful activities by minors online and unauthorized disclosure, use, and dissemination of personal information regarding minors is strictly prohibited. If a user violates this law, the library will tell them to leave and notify Show Low Police Department. **THE LIBRARY HAS ZERO TOLERANCE FOR INDIVIDUALS WHO VIOLATE THIS POLICY.**
- Respect the privacy and sensibilities of other library users;
- Be responsible for their computer usage. The library is happy to assist users in accessing the Internet, but is generally unable to provide in-depth personal training in the use of the Internet or of personal devices outside of designated computer classes; and
- Submit a site review request if users’ would like for the library to unblock a website that may be blocked by the library’s web filtering system. The request will be reviewed by the library and if deemed safe and appropriate for viewing in public, will permanently unblock the site. If the user needs to immediately access a website, the library may unblock the site via a temporary override. NOTE: the library will not override filters for children under 18.

The library may suspend the Internet and/or library privileges of any user who fails to comply with these policies and any serious violation may result in legal action.

3.6. Feedback and Complaint Policy

The library actively solicits feedback to improve the library. If a user submits a comment card and leaves his or her contact information, the library will investigate the matter and reply to his or her comments within a reasonable amount of time. The library will also generally conduct an annual customer survey on library services, as well as specific surveys as needed.

All complaints should be resolved through the proper channels in the following order: Library staff > Library Services Manager > Community Services Director > City Manager. Any complaint about the library, including policies, regulations, facilities, or services, should be referred through proper administrative channels for consideration and action.

3.7. Loss of Library Privilege Policy

The library reserves the right to suspend library use privileges for negative actions listed in these policies.

Library users who have had their library use privileges suspended may appeal in writing to have their library privileges restored. The user must submit an appeal in writing within 10 days from the date of suspension. The library will not consider any appeal submitted after the 10 day time period.

In consultation with the Community Services Director, the Library Services Manager shall review a timely written appeal and provide the user with a written decision within 10 days of receipt of the appeal. The user may appeal this decision to the City Manager in writing within 10 days of the date of the decision. The City Manager shall review the appeal and the Library Services Manager's and Community Service Director's written decision along with any other relevant documentation and will deliberate on the matter. The City Manager will issue a written decision to the user within 10 days of the appeal, which shall be final. The suspension of the privilege to use the library will remain in effect throughout this appeal process.

4. LIBRARY MATERIALS AND SERVICES

4.1. Collection Development Policy

The library strives to meet the needs of its community and to integrate diverse perspectives into the fabric of its collection.

Selection Criteria

The library selects materials on the basis of informational, educational, cultural, and recreational value to support its mission and vision.

Responsibility for Selection

Although all library staff may be involved in the selection and development process, the responsibility for selection and the development of the collection rests with the Library Services Manager.

Format of Materials

Library materials may be available in a variety of formats. Factors governing the choice of format include anticipated use, storage requirements/space, ease of access, the format of earlier editions, and the purchase cost. When all other factors are equal, ease of access is the primary consideration. The library retains the right to actively develop certain formats, including newer formats over older formats. The provision of curriculum-related materials is generally the responsibility of local schools. However, the library may provide materials that supplement and enrich the materials provided by local schools and the homeschool community.

Resource Sharing

Due to limited budget and space, the library is unable to provide all requested library materials. Therefore, the library will attempt to borrow materials from other libraries when necessary, including Navajo County Library District member libraries and other public libraries nationwide. The library agrees to lend its materials to other libraries through the interlibrary loan network. See the [Resource Access and Attainment Policy](#) for further details.

Donations

The library accepts donated items. The library reserves the right to evaluate all gifts in accordance with the criteria applied to materials that the library purchases for the collection. The library may refuse items that do not meet these collection development guidelines. The library may make a receipt available to all donors. No other conditions may be imposed relating to any gift or donation. Donations are accepted with the understanding that items which are not added to the collection will be given to Show Low Library Friends, Inc. for book sales or disposed of in accordance with all applicable laws.

Withdrawal of Library Materials

The withdrawal of library materials from the collection is a continual process directly related to collection development. The library may remove materials that are worn, damaged, outdated, duplicated, no longer accurate, or no longer used from the collection. The library may donate withdrawn materials to Show Low Library Friends, Inc. for fundraising or otherwise disposed of in accordance with all applicable laws.

Access

The library recognizes that full, confidential, and unrestricted access to information is essential for library users to exercise their rights as citizens. While anyone is free to select or reject materials for themselves or their own child, the freedom of others to read or inquire cannot be restricted. The library supports the American Library Association's [Freedom to Read Statement](#) and [Freedom to View Statement](#). In addition, the library does not stand in loco parentis. That is, parents/guardians have the responsibility to guide and direct the reading, listening and viewing choices of their child. Selection of adult collection materials is also not inhibited by the possibility that the items may be seen or used by minors. The library organizes and maintains library materials to facilitate access. The library will not label, restrict, sequester, or alter library materials because of any controversy about the author, subject matter, or intended or potential audience. The library uses the Motion Picture Association of America (MPAA) and the Entertainment Software Rating Board (ESRB) film and game rating systems to ensure that movie and video game content is age appropriate.

Reconsideration of Library Materials

The library recognizes that some materials may be controversial and that any given item may offend some users. Therefore, if a user objects to the presence or absence of any materials, they may submit a form to request reconsideration of library materials. In consultation with the Community Services Director, the Library Services Manager will review each request and provide the complainant with a written decision within 10 days. The complainant may appeal the decision to the City Manager in writing within 10 days of the date of the decision. The City Manager shall review the materials and the Library Services Manager's and Community Service Director's written decision along with any other relevant documentation and will issue a final written decision to the complainant within 10 days of the request. The library will not remove or otherwise restrict library materials that are subject to complaint pending final action.

4.2. Resource Access and Attainment Policy

The library is committed to assisting library users obtain information resources. The library accomplishes this through several outlets, including purchasing library materials, borrowing materials from other libraries, utilizing online databases and Internet resources, and suggesting outlets for the requestor to purchase materials if the library does not acquire requested materials.

The library provides interlibrary loan services in order to improve and expand the resources available to cardholders. Interlibrary loan is a service that allows library materials to be made available from one library to another through reciprocal borrowing, in accordance with the respective libraries' policies and the Arizona State Library, Archives and Public Records' *Resource Access and Attainment Policy* (July 1, 2013). The library will provide interlibrary loan services to cardholders at no charge and will lend materials free of charge to Arizona libraries and other libraries nationwide in accordance with the following guidelines:

- Requestors must have a library card that is in good standing with up-to-date contact information, no overdue materials and no outstanding fees;
- Each cardholder may request up to two (2) items at a time. This restriction enables the library to keep costs down and continue to pay postage costs for requests;
- Each cardholder may not request items published within the past twelve (12) months, as most libraries will not lend their newest acquisitions;
- Each cardholder desiring genealogy or archival materials should identify sources that are willing to lend these materials before placing requests because these materials are mostly non-lendable;
- Each cardholder may not request items from libraries outside the United States, as the library will not send items outside the United States;
- The library will attempt to obtain items from libraries that do not charge a fee. In the event that the lending library charges a fee, the library will contact the cardholder prior to processing the request and will not proceed if the cardholder refuses to pay the associated cost;
- The library will attempt to purchase requests of current, popular items that are low cost and would appeal to other cardholders in preference to incurring the postage and processing costs of interlibrary loans; and
- If a cardholder loses or damages loaned materials, consistently returns materials late, or fails to borrow materials that were ordered, the library may suspend that cardholder's privileges.

4.3. Class and Event Policy

The library provides events and classes designed to enrich the lives of community residents of all ages. Programming is an integral component of library service and should reflect the needs of the community. All library classes and events shall be open to the public. The library may charge fees for certain programs in accordance with the fee schedule set by Show Low City Council. The library may require registration for planning purposes or when space and resources are limited. Classes and events may be held at the library or at off-site locations. The library will not present programs for commercial, religious, or partisan purposes, or for the solicitation of business. The library uses photographs and audio, digital, video, and other recordings of library users to publicize activities in a variety of outlets, such as brochures, the City of Show Low website and social media accounts. In accordance with A.R.S. §1-602(A)(9), if a parent permits their child to attend or participate in a library event, the library may use a recording. Therefore, parents/guardians may exercise their right not to consent by not allowing their child to attend/participate in the event.

4.4. Homebound Delivery Policy

When possible within the constraints of the library's budget, the library will deliver materials to homebound residents in city limits who are not able to visit the library for health reasons and who have no other means of receiving library service. The library will provide this service without charge, though fees for lost or damaged items will still apply. Participants must reside within the city limits and be cardholders in good standing who are unable to visit a library facility due to long-term illness or disability. The library reserves the right to discontinue service when participants experience a change that improve their mobility or as a result of concerns about the safety of library staff.

4.5. Test Proctor Policy

The library offers test/exam proctoring services in accordance with the library mission. The library will proctor tests under the following conditions:

- Test proctoring is available on select days and hours, as often as possible within the library's budget. The student may start their exam during these set proctor hours, but must complete the exam at least 30 minutes before the library closes;
- The student must provide 24 hour notice to coordinate scheduling and to receive exams and instructions;
- The educational institution must send the test and all corresponding paperwork by mail, email or fax;
- The student should be a registered cardholder in good standing;
- Several trained library staff members may proctor the exam and must be acceptable as the proctor when the student chooses to take the exam. The student must not require

direct supervision or one-on-one monitoring. The library environment and noise level will vary depending on the time of the day;

- The student must present a current photo ID and the name on the ID must match the name on the test the student is registered to take;
- The library will hand out the exam, collect it when completed, and return it back to the appropriate educational institution;
- The library will not assume any postage expense. The library does not arrange for UPS or FedEx pickup; and
- The library has the right to deny requests for proctoring.

(This page is intentionally blank.)

5. LIBRARY FACILITY

5.1. Facility Use Policy

The library is a public facility and is open to members of the public during normal business hours. Most library areas are available on a first-come, first-use basis and are non-reservable.

Library users are encouraged to use the library in a respectful manner. Users may plug in electronic devices, such as mobile phones and laptops, at designated locations in the library. The library reserves the right to close any portion of the library at any time.

Although the library is a public facility, individuals may not use it for the purpose of furthering a political campaign for public office, including distribution of campaign materials. Individuals may also not gather signatures for petitions or distribute materials inside or within 20 feet of the building.

5.2. Facility Room Rental Policy

The library encourages the use of meeting and study rooms where this use does not interfere with the normal functions of the library. Spaces are made available to the public regardless of the beliefs or affiliations of individuals or groups requesting their use. The meeting room may be used for educational, cultural, informational, or governmental/civic activities and may include public lectures, panel discussions, workshops, and other functions. The library may impose minimum attendance requirements. To ensure accessibility to a wide variety of groups, the library may limit the frequency of meetings for any group to no more than once per month during library hours only. Preference is always given to Library and City events followed by local governmental agencies and nonprofit/community groups. The library may charge fees for room use in accordance with the fee schedule set by Show Low City Council. Requestors may submit requests no more than 90 days in advance. Applicants must be 18 or older and agree to:

- Complete a room reservation application;
- Comply with all federal, state and local laws;
- Pay any applicable room use fees prior to use;
- Follow library policies, including the [General Behavior Policy](#);
- Set-up and leave the room in the condition in which it was found, including disposal of any waste materials in appropriate receptacles;
- Not use the doors, walls and furniture for display (e.g., no tape, nails, etc.);
- Not use open flames, burning incense or candles;
- Not use balloons of any kind;
- Not charge admission fees;
- Not buy or sell anything while using the room;
- Supervise children at all times; and

- Notify the library as soon as possible if it is necessary to cancel a reservation. Rooms will be held for 10 minutes after the reservation time. Repeated cancellations or failure to notify the library of a cancelled meeting may result in forfeiture of future reservation privileges.

All groups shall indemnify, defend and hold harmless the library, its officers, agents, and employees from and against any and all claims, suits, actions of any kind, arising and resulting and accruing from an negligent act, omission or error of the group resulting in or relating to personal injuries or property damage arising from the group's use of the library. Failure to follow this policy may result in the loss of future reservation and use privileges and assessed fees.

5.3. Bulletin Board and Distribution of Free Material Policy

The library may provide space on public bulletin boards for announcements and notices of local community events, as well as designated space for the distribution of printed materials. Some locations are reserved for exclusive use by the library. The library retains the right to remove materials at any time; in particular, any items that are illegal, indecent or inappropriate. The library does not assume any responsibility for any posted or distributed materials. Posting of notices and distribution of material does not imply endorsement by the library.

5.4. Exhibit Policy

The library encourages the public to display artwork and interesting collections at the library. Artists may display their artwork under the following conditions:

- Items may be displayed in display cases, walls or countertops at the discretion of the library;
- The library does not insure any items. However, if the artist purchases insurance, they should submit a copy of the insurance policy to the library;
- The library will display the items;
- The artist must get prior approval from the library for the use of any signage;
- The term of the exhibit begins when the artist delivers the items to the library and shall run through the agreed upon exhibit end date, if applicable;
- The library has the absolute right, in its sole discretion, to remove or to relocate any items;
- The library is not responsible for any items that are lost, damaged, or stolen while on exhibit or display;

- The artist agrees to indemnify and hold the library, city, employees, or designated representatives, harmless from any type of intellectual property infringement, including but not limited to patent, copyright, or trademark infringement and any personal injury or property damage claim, now or in the future, that they may suffer as a result of the exhibit; and
- The library will not charge for the right to display items.

Subject to the prior permission of the library, the artist may offer items on display for sale. Artists are encouraged to donate a specified percentage of all proceeds to the library. Artists are responsible for conducting the sale of any items directly with the purchaser; not through the library. Items that are sold must remain on exhibit throughout the designated period unless replaced with another item.

Artists must submit an application and waiver for review and approval by the library. The library reserves the right to decline content that is decided not to be appropriate for display or too large or heavy to safely display.

5.5. Lost and Found Policy

The library is a public facility and is therefore not responsible for the security of any personal items brought into the library. Library users are expected to keep their belongings, especially valuables, within their care at all times.

The library shall maintain and dispose of unclaimed property and lost and found items in accordance with A.R.S. §12-941 (Disposal of certain unclaimed property in the custody of a state, county, city or town agency), §9-402 (Sale and disposition of property), and City Code Article 4-3 (Lost or Abandoned Property).

The library will retain unclaimed property for 90 days, except for hazardous and/or perishable items, which the library will dispose of immediately. The library will make reasonable attempts to identify and return the personal property to the owner. After 90 days, the library will dispose of unclaimed items through conversion to City of Show Low use (for items with a value less than \$25), donation to a nonprofit organization or disposal. The library will retain records of transactions for two years in accordance with the above-listed statutes.