# PUEBLO CITY-COUNTY Library District

## ACCESS TO LIBRARY SERVICES

**03.01.03     Public Computers and Other Equipment Use**

PCCLD provides computer workstations and other self-service technology equipment for public use at each library location.  Computer workstations include free access to the library's online catalog, electronic databases, various software applications, and the Internet.  Other technology equipment provided includes, but is not limited to, microfilm readers, assistive technology devices for individuals with disabilities, fee-based printers and photocopiers, and laptops, Chromebooks and, tablets and e-readers.

Customers must have a valid PCCLD library card or a temporary visitor's passcard to use the library's computers.  Some specialized equipment, at the discretion of the Executive Director or their his/her designee, may have additional requirements in order to use the equipment.  A daily time limit is set for each customer using the computers.

*See Also:*        *03.01.02        Internet Access and Wireless Use*

*CUSTOMER SERVICE – Access to Library Services*                    *Adopted:  06-23-2011*
*Public Computers and Other Equipment Use 03.01.03*              *Revised: 05-23-2024*

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**03.01.03.G1    Public Computers and Other Equipment Use Guidelines**

Customers may use computers at all Pueblo City-County Library District libraries.  All public desktop computers are equipped with Internet Access and Microsoft Office 2016. All Chromebooks are equipped with Internet Access and an open office extension. Computer sessions are limited to 60 minutes, but time extensions may be granted, pending computer availability.

While using the library's public computers, excessive sound levels including talking on a cell phone in close proximity to others is not allowed. Use of earbuds or headphones is required.

Copies may be made using the library's printers, photocopiers or microfilm readers for a fee.

Only software owned and installed by PCCLD may be run on the library's public computers.

Files or software can be downloaded from the Internet or saved to customer-provided media storage devices when such activity is in compliance with all United States copyright laws or database licensing agreements.

USB ports on public computers can be used to connect a customer-owned storage device. Compatible USB storage media devices and earbuds may be purchased at the library's customer service desk. Customer-owned headphones may also be used where headphone jacks are easily accessible.

Computer workstations may not be physically moved to manipulate cords or USB devices. Chromebooks may be used throughout the library in the location of the patron's choosing.

*See Also:*      *03.01.03       Public Computers and Other Equipment Use*
                *03.02.05.S1    Library Fee Schedule*

*CUSTOMER SERVICE – Access to Library Services*                    *Adopted: 01-19-2010*
*Public Computers and Other Equipment Use Guidelines 03.01.G1*        *Revised:  05-23-2024*

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**03.01.03.G2   Temporary Visitor Pass Guidelines**

Residents in PCCLD's service area are expected to register for a library card to use PCCLD's public use computers.  Colorado residents living outside of PCCLD's service area may be eligible to apply for a nonresident library card through the Colorado Libraries Collaborate (CLC) program.  Non-resident library card holders have the same access to PCCLD's public computers as resident library card holders and do not need to obtain a temporary visitor pass.

Visitors to PCCLD's libraries who are in Pueblo County for a short period of time or who are not eligible to obtain a PCCLD library card may request a temporary visitor pass at any library service desk. This pass can only be used for single-session access to PCCLD's public computers.  The temporary visitor pass cannot be used to check out or download PCCLD library materials. Customers are advised not to use the temporary visitor pass in lieu of their own library card. Customers logging in on a PCCLD computer with a visitor pass are subject to a session time limit of up to 60 minutes. Temporary visitor passes may also be issued to customers to provide additional computer time after a system outage or to accommodate a customer's special needs.

All customers logging onto PCCLD computers using a temporary visitor pass are required to consent to follow PCCLD's Internet Access and Wireless Use policy and Internet Access Agreement before they can use the library's public computers. Upon request, the library's Internet filter can be temporarily disabled for adult customers (17+) logged onto the Internet with a temporary visitor pass with verification of age. (*See 03.01.02.P1 Requests for Unfiltered Internet Access).*

Anyone may use their own computer or mobile devices to access PCCLD's wireless Internet service free of charge without any time limitations. A temporary visitor pass is not required to obtain the library's wireless Internet service. Access to an unfiltered wireless network may be provided by staff to adults with a valid library card or photo identification verifying they are over 17 years of age.

***See Also:***   03.01.02      *Internet Access and Wireless Use*
03.01.02.P1   *Requests for Unfiltered Internet Access*
03.01.03      *Public Computers and Other Equipment Use*
03.02.01      *Library Cards*
03.02.04      *Circulation of Materials*

**CUSTOMER SERVICE – *Access to Library Services***          ***Adopted: 01-19-2010***
*Temporary Visitor Pass Guidelines 03.01.03.G2*          ***Revised: 05-23-2024***

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**ACCESS TO LIBRARY SERVICES**

**03.01.04        Customer Comments**

Customer comments are an important part of providing excellent library services. PCCLD welcomes questions and comments about its programs, services, and other library-related matters.

Customers may communicate their observations about the library to staff.  Library staff will explain library policy and procedures, or refer comments and questions, as appropriate, to PCCLD's Executive Director or their~~his/her~~ designee.

The Executive Director appreciates all customer feedback, and will respond appropriately and in a timely manner.

Pursuant to C.R.S. 24-6-402 of the Colorado Sunshine Act, members of the public are welcome to attend any public meeting of the PCCLD Board of Trustees, including its regular meetings and work sessions, either as observers or to address the Board during the public comment portion of each meeting.

*See Also:*        *03.01.05        Americans with Disabilities Act (ADA)*
            *03.01.05.P3    Grievances Concerning Services for People with Disabilities*
            *03.01.05.F1    Customer Concern Form (ADA)*

*CUSTOMER SERVICE – Access to Library Services*                    *Adopted: 11-19-2009*
*Customer Comments 03.01.04*                             *Revised: 05-23-2024*

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**03.01.04.F1    Comment Form**

The *Comment Form* below is designed as a communication tool to give customers an opportunity to express ideas, concerns, opinions or suggestions.  This form is available for citizens at each PCCLD library. Customers will be contacted by PCCLD's management in a timely manner if a customer requests to be contacted.

**Comment form**

PUEBLO CITY-COUNTY
**Library District**

Thank you for using our library.
We welcome your ideas and opinions.
Please write down your suggestions and
place this form in the suggestion box.

_____
_____
_____
_____
_____
_____
_____
_____

Library Branch_____ Date_____

Optional:

Name_____

Address_____

Phone_____email_____

Would you like us to contact you?    YES    NO

Customers may also use the library's *AskUs* service to submit feedback online by visiting https://www.pueblolibrary.org/AskUs.

**Got a question?**
**ASK US**

EMAIL          PHONE          CHAT
Submit form   719-562-5600

SUBMIT A QUESTION

**Name** *

**Library Card Number**

**Email** *

**Question or Comment** *

350 character(s) remaining

ASK

***CUSTOMER SERVICE – Access to Library Services***                 ***Adopted: 01-04-2010***
*Comment Form 03.01.04.F1*                                          ***Revised: 05-23-2024***

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# PUEBLO CITY-COUNTY Library District

## ACCESS TO LIBRARY SERVICES

**03.01.05          Americans with Disabilities Act (ADA)**

PCCLD provides equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.

Accommodations are provided for physical access, communications or other needs that ensure PCCLD's programs and services are available for people with disabilities. Library materials are provided in various formats and, to the extent possible, the use of assistive technology is provided to assist customers in using the library's resources.

Customers with service animals are welcome in areas where pets or animals are not normally permitted.

Questions about ADA compliance or suggestions about accessibility of library facilities, programs or activities should be addressed to PCCLD's Executive Director or their his/her designee.

*See Also:*     *02.02.00       Equal Employment Opportunity (EEO) Policy (Employee Guidelines)*
                 *02.02.02       Disability Accommodation (Employee Guidelines)*
                 *03.01.05 S1    Accessibility Statement*
                 *03.01.05 P1    Assistive Technology Equipment Procedures*
                 *03.01.05.P2    Assistive Listening System (ALS) Procedures - Rawlings*
                 *                Meeting Rooms and Ryals Grand Event Space*
                 *03.01.05.P3    Grievances Concerning Services for People with Disabilities*
                 *03.01.05.F1    Customer Concern Form (ADA)*
                 *03.04.01.P1    Colorado Talking Book Library*
                 *03.04.03       Library Outreach Services*

*CUSTOMER SERVICE – Access to Library Services*          *Adopted: 10-22-2009*
*Americans with Disabilities Act (ADA) 03.01.05*          *Revised: 05-23-2024*

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**03.01.05 S1    Accessibility Statement**

PCCLD is committed to making its information and communication technologies accessible to all.  We strive to provide an inclusive and barrier-free experience for individuals with disabilities, in compliance with the Colorado Governor's Office of Information Technology (OIT) *Rules Establishing Technology Accessibility Standards (8 CCR 1501-11).*  PCCLD includes accessibility throughout our internal policies and procedures, staff training, digital content creation, and ongoing screening to ensure accessibility guidelines are being followed and to correct any new accessibility issues that are identified.  PCCLD also provides access to Assistive Technology Equipment and interpretive services upon request.

We are committed to:

1) Accessibility Standards: Our website complies with standards defined in the Web Content Accessibility Guidelines (WCAG).  These guidelines explain how to make web content more accessible for people with disabilities and are widely recognized as the benchmark for accessibility. Meeting accessibility standards is an ongoing process and PCCLD will continue to work toward increasing the accessibility of our site.  Throughout this website, we make use of some third-party websites, which are not controlled by PCCLD.  We therefore cannot guarantee that those websites will be in conformance with WCAG or comply with the accessibility requirements set forth by applicable law.

2) Ongoing Efforts:  We are continuously working to improve the accessibility of all information and communication technology (ICT) provided by PCCLD  to ensure an inclusive experience for all users.  This includes but is not limited to our website, applications, kiosks, digital signage, digital documents, video, audio and third-party tools. As technology evolves and accessibility standards continue to develop, we will strive to implement new features and enhancements to improve the accessibility of our ICT.

3) User Feedback: We welcome feedback on the accessibility of our website and digital content.  We also welcome requests for accommodations to any PCCLD services and suggestions on how we can improve accessibility for users with disabilities. We aim to respond to comments and requests within 5 business days.  Patrons are invited to complete a *Customer Concern Form (ADA)*  at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org.

**03.01.05.P1    Assistive Technology Equipment Procedures**

Auxiliary aids and interpreter services are available to individuals with disabilities upon request. To schedule the use of auxiliary aids or interpreter services for a library event or program, customers need to notify the Manager of the Rawlings Library and Customer Experience at least one week in advance by emailing: accessibility@pueblolibrary.org or calling (719) 562-5648.

Video magnifiers that can display books, magazines, newspapers, and other printed materials up to 50 times their original size on a television-like screen are available for customer use at the Rawlings Public Library and the Pueblo West Library.

Training materials, assistive technology workstation tips sheets, and assistive listening device use instructions are available at the staff service desk in the User Services Department (2nd FL) at the Rawlings Public Library. Customers may use the assistive technology workstation on a first-come, first-served basis. Please see library staff at the 2nd FL service desk to access the workstation.

The following assistive listening devices and assistive technology equipment is available for customer use at the Rawlings Public Library:

**Assistive Listening Devices**
Customers may request assistive listening devices to improve the audibility of meetings, special events and programs.  These devices are compatible with an Assistive Listening System that uses an FM frequency in all 1st floor meeting rooms and the Ryals Grand Event Space.  These devices may be acquired from the staff at the 1st floor Customer Service Desk or from 4th floor Event Staff and may be used with or without hearing aids.

**Assistive Technology Workstation**

- JAWS screen reading software

- Ai Squared ZoomText 11 screen magnification and screen reading software

- Nuance Dragon 15 speech recognition software

- Power adjustable table / ergonomic chair

- Large print / ergonomic keyboard

**Zoom Assistive Phones are also available at all library locations.**
- Details


*See Also:*        03.01.03        *Public Computers and Other Equipment Use*
                   03.01.05        *Americans with Disabilities Act (ADA)*
                   03.01.03.P2    *Assistive Listening System (ALS) Procedures - Rawlings*
                                  *Meeting Rooms and Ryals Grand Event Space*

*CUSTOMER SERVICE – Access to Library Services*                    *Adopted: 01-19-2010*
*Assistive Technology Equipment Procedures 03.01.05.P1*           *Revised: 05-23-2024*

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**03.01.05.P2   Assistive Listening System (ALS)  Procedures - Rawlings Library Meeting Rooms and Ryals Grand Event Space**

Assistive listening systems (ALS) are available in Rawlings Meeting Rooms and in the Ryals Grand Event Space. This equipment may be used for special events, training sessions, and group meetings and/or library story times in the Rawlings Public Library only.

To access ALS equipment for 1st floor meeting rooms, please visit the customer service desk on the first floor of the Rawlings Library. In order to use this equipment in the Library, the patron should:

1) Select the desired kit:
   ● Kit I: includes receiver and neck loop (for use with personal hearing devices)
   ● Kit II: includes receiver and headphones/earpiece

2) Use a Pueblo City-County Library District card to check out an ALS kit.  If the patron does not have a library account, a photo ID will be retained at the service desk while the kit is in use.  Upon return of all issued equipment to the service desk, the ID will be returned.

3) Return the ALS kit to the service desk at the conclusion of the meeting or event to check in the equipment.

In order to use this equipment in Ryals Grand Event Space, the patron should:

1) Ask Event Staff in the Ryals Grand Event to provide an ALS kit to use during the event.
2) Immediately after use, return equipment to Event Staff.

**NOTICE**:

● Conversations that are broadcast by the Library's transmitters are on an FM band frequency, and they are intended for the general public to hear. If the program participants have their own listening devices that can receive FM signals, they may be able to use them instead of the Library's equipment.
● If you have a pacemaker or other medical device, make sure that you are using this equipment in accordance with safety guidelines established by your physician or the pacemaker manufacturer.

*CUSTOMER SERVICE – Access to Library Services*          *Adopted: 01-19-2010*
*Assistive Listening System (ALS) Procedures 03.01.05.P2*          *Revised: 05-23-2024*

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**03.01.05.P3    Grievances Concerning Services for People with Disabilities**

PCCLD makes its services, facilities, programs, and accommodations accessible to all citizens, including those with disabilities.  Individuals who wish to discuss their access to library service or register a complaint concerning access are invited to complete a *Customer Concern Form (ADA)* at any library customer service desk or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 532-5648 or via email: accessibility@pueblolibrary.org. We aim to respond to comments and requests within 5 business days.

*See also:*        *03.01.05 S1     Accessibility Statement*
                *03.01.05.F1    Customer Concern Form (ADA)*

**CUSTOMER SERVICE – *Access to Library Services***
*Grievances Concerning Service for People with Disabilities 03.01.05.P3*

***Adopted: 01-04-2010***
***Revised: 05-23-2024***

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**PUEBLO CITY-COUNTY**
# Library District

**03.01.05.F1  Customer Concern Form (ADA)**

It is the policy of the Pueblo City-County Library District to provide equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.   If a disability prevents you from fully using our facility or enjoying our services and programs, we would like to understand the problem, or your concern, and hear your feedback about how we can serve you better.

**PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED OR YOUR CONCERNS**

**PLEASE DESCRIBE WHAT WE COULD DO TO SOLVE THE PROBLEM AND/OR PROVIDE EQUAL ACCESS**

**If your concern or problem requires special equipment of some kind, please state where it can be purchased, if you have that information.**

Name: _____ Date: _____

Address: _____ Phone: _____

Email: _____

**ORIGINAL FORM TO:   Manager of Rawlings Library and Customer Experience**
**COPY TO:   Associate Director of Public Services**

*CUSTOMER SERVICE – Access to Library Services*                    *Adopted: 01-04-2010*
*Customer Concern (ADA) 03.01.05.F1*                                    *Revised: 05-23-2024*