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Customer Service
Policies & Procedures

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CUSTOMER SERVICE
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Access to Library Services

03.01.01 Hours of Operation

PCCLD provides services from its public libraries during the hours that meet the needs of the communities that each library serves and meets or exceeds the public library standards as defined by the Colorado State Library, as the budget permits. PCCLD's additional satellite locations may offer fewer hours.

Online services from PCCLD's web site are normally available 24 hours a day, 7 days a week.

PCCLD evaluates appropriate hours of operation for all of its services on an ongoing basis.

PCCLD's Board of Trustees will determine the days and daily hours of operation based on the recommendations of PCCLD's Executive Director. Regular and holiday schedules for the calendar year are posted on the Library's website and at each library location. In the case of emergency closings, notice will be posted on the Library's website and on social media.

See Also: *03.05.06.G1 Satellite Partnership Guidelines*

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Access to Library Services

03.01.02 Internet Access and Acceptable Use

PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's website remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases,computer software, and emerging technology or artificial intelligence (AI) tools are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's Acceptable Internet Use Agreement and all guidelines governing the use of emerging technologies and AI.

PCCLD upholds and affirms the right of adults to have access to constitutionally protected materials. Customers accessing the Internet or using emerging technologies and AI tools are responsible for complying with all applicable federal, state, and local laws and regulations. PCCLD uses internet filtering software on youth accounts (ages 17 and under) to comply with the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes 24-90-601 through 24-90-606. Parents/guardians may request that CIPA filtering for their child(ren) be turned off, as described in PCCLD's Acceptable Internet Use Agreement.

Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others and misuse of emerging technologies or AI tools. Violations may result in suspension of library privileges in accordance with PCCLD's Code of Conduct.

See Also:

03.01.02.P1	*Acceptable Internet Use Agreement*
03.01.02.F1	*Internet Consent Form for Minors*
03.01.02.F2	*Request for Review of Blocked Website*
03.02.08	*Copyright and Licensing Agreements*
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Access to Library Services

03.01.02.G1 Guidelines for Public Use of Emerging Technologies and Artificial Intelligence

The Pueblo City County Library District (PCCLD) supports equitable access to information, digital literacy, and responsible use of emerging technologies. These guidelines establish expectations for the public use of emerging technologies and artificial intelligence (AI) tools in library spaces, and clarifies how library staff will support patrons who choose to use emerging technologies and AI. These guidelines promote privacy, safety, intellectual freedom, and a positive customer service experience.

Patron Rights

PCCLD affirms the following rights for all patrons:

1. Intellectual Freedom - Patrons may access lawful emerging technology and AI tools for learning, creativity, and personal use, consistent with PCCLD's Internet Access and Acceptable Use Policy and the American Library Association's Library Bill of Rights.

2. Transparency - Patrons have the right to know when PCCLD uses emerging technology or AI in a public facing service.
    - Emerging technology and AI enabled services will be clearly labeled.
    - Staff will disclose when an emerging technology or AI tool is assisting with a response.

3. Privacy - Patron privacy is a core library value.
    - PCCLD does not store or monitor the content patrons create with third party emerging technology or AI tools.
    - Patrons are responsible for understanding the privacy practices of external emerging technology and AI platforms they choose to use. Patrons should avoid entering sensitive personal data (e.g., financial, medical, legal, or identifying information) into emerging technology platforms and AI tools.

Staff Support

PCCLD staff provide welcoming, knowledgeable support while maintaining clear boundaries around the use of Emerging technology and AI tools.

1. Staff Can Help With:
    - Basic navigation of emerging technology and AI tools
    - Understanding risks, limitations, and privacy considerations
    - Digital literacy instruction
    - Locating authoritative sources to verify emerging technology and AI generated information
    - Accessibility support (e.g., translation, reading assistance)

2. Staff Cannot:
    - Create assignments, essays, or work intended for academic evaluation
    - Generate legal, medical, financial, or other regulated advice using emerging technologies or AI
    - Enter personal information into emerging technology or AI tools on behalf of patrons
    - It is not the responsibility of staff to validate the accuracy of emerging technology or AI generated content for members of the public.
    - Assist with bypassing emerging technology and AI safety features or restrictions

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Access to Library Services

03.01.02. P1 Acceptable Internet Use Agreement

Customers logging onto PCCLD provided public library computers or the Internet are required to consent to the Acceptable Internet Use Agreement before using the library's Internet services. Failure to abide by PCCLD's policy and this agreement may result in the loss of Internet privileges.

Customers must have a valid PCCLD library card to use library Internet computers. There is a session time limit of 60 minutes per visit for each customer using the computers. Extensions may be granted based on availability. Guest passes are also made available to library visitors who are unable to establish a library account.

As part of our mission to provide equitable access to information, the Pueblo City-County Library District offers public internet access in accordance with federal and state regulations, including the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes §§ 24-90-601 through 24-90-606. This global electronic network may contain materials which are out-of-date, illegal, controversial or offensive to individuals. PCCLD cannot assure the accuracy or currency of information on the Internet.

Acceptable Internet Use

- Internet access must be used in a manner that respects the rights of others, complies with applicable laws, and upholds the library's values of inclusivity, safety, and intellectual freedom.
- The library employs content management tools to ensure that internet access remains appropriate for a shared public environment. These settings are designed to prevent access to content that may compromise safety, legality, or community standards.
- Patrons are encouraged to exercise caution when sharing personal information online and to avoid activities that may compromise the security of library systems or other users.
- It is the responsibility of the user to respect copyright laws and licensing agreements, and to assume responsibility for payment for any fee-based service.
- Use of library internet services constitutes acceptance of this agreement. Failure to comply may result in suspension of access privileges and/or further action in accordance with library policy.

Children's Internet Protection Act (CIPA)

The Library uses age verification to activate filtering software for minors on Internet computers, hotspots and on the wireless network. Filtering prevents access to sites which violate the Children's Internet Protection Act (CIPA) for youth ages 17 and under. The current filter blocks sites featuring (1) pornography, (2) obscene content, and (3) images harmful to minors. It is strongly recommended that parents/guardians supervise their children's Internet sessions and let them know if there are materials which they should not access. Parents should also advise their children of safety and security issues when using the Internet.

Parents/guardians may request that library staff disable CIPA filtering for their child(ren) when using public computers that are not located in designated children's areas of the library Parents/guardians must complete *03.01.02.F2 Internet Consent Form for Minors* to request this level of Internet Access. This form can be completed at library service desks. The completed, signed form will be kept on file by the library. The minor's library account will be notated with this permission which will remain active unless revoked by the parent or guardian.

The library supports open inquiry and access to diverse viewpoints while maintaining a safe and respectful environment for all. Questions or concerns about internet settings may be directed to the Associate Director of Public Services.

See Also: 03.01.02 Internet Access and Acceptable Use
03.01.02.F1 Internet Consent Form for Minors

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Access to Library Services

03.01.02.P2 Video Game Access and Acceptable Use

PCCLD provides access to video games, gaming equipment and virtual reality headsets (VR) to support learning, recreation, and community engagement. These procedures establish rating-based guidelines for access to video games by minors and outlines parental consent requirements consistent with PCCLD's commitment to safety, intellectual freedom, and compliance with applicable laws, to include the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes §§24-90-601 through §§24-90-606.

Collection Development and Ratings

PCCLD provides access to video games rated by the Entertainment Software Rating Board (ESRB), including:

- EC – Early Childhood
- E – Everyone
- E10+ – Everyone 10+
- T – Teen

PCCLD does not collect Mature (M) and Adults Only (AO) rated games.

Access for Minors

PCCLD supports the role of parents/guardians in guiding their children's access to media. To that end:

- Games rated EC, E, and E10+ are available to all minors for in-library play.
- T-rated games may be accessed by minors with parental permission.

Parents/guardians may authorize their child to access T-rated video games by completing the *03.01.02.F3 Video Game Consent Form for Minors*. This consent form must be signed in-person at any library location. The form will be kept on file and the minor's library account will be notated with this permission. Permission remains active unless revoked by the parent/guardian.

In-Library Gaming Equipment

To maintain a shared, inclusive environment:

- Library gaming stations will be configured to allow access only to games appropriate for the user's age and permission status.
- Staff may end a gaming session if behavior or content violates PCCLD policies, including 03.06.01 Acceptable Library Use and Safety. Inappropriate use of gaming equipment may result in loss of gaming privileges and/or suspension.
- Patron accounts may be billed for damage to gaming equipment resulting from improper use.

Library gaming consoles include Xbox, Nintendo Switch, Playstation 5 and MetaQuest Virtual Reality Headsets. Procurement of additional consoles are subject to PCCLD policies *05.02.01 Asset Management* and *05.03.01 Software Licensing and Management* and must be properly licensed, approved and managed by the IT Department.

Online Content in Games

Some games include online features, chat, or user-generated content. Parents and guardians are encouraged to discuss online safety with their children. Library staff do not monitor in-game communication.

See Also:	03.01.02	Internet Access and Acceptable Use
	03.01.02.F3	Video Game Consent Form for Minors
	03.06.01	Acceptable Library Use and Safety
	03.06.01	Acceptable Library Use and Safety
	05.02.01	Asset Management
	05.03.01	Software Licensing and Management

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Access to Library Services

03.01.02 F1 Internet Consent Form for Minors

I understand that the library uses CIPA filtering software on Internet computers available to the public and this software may block materials that my child may find useful.

I have reviewed the information provided to me by the library concerning access to the Internet offered by the Pueblo City-County Library District and the policies of the library. I understand the issues surrounding use of the Internet, and I hereby give permission to my child listed below to use the library's facilities and equipment to gain access to the Internet without CIPA filtering on PCCLD provided public computers that are not located in the children's area of a library.

I accept full responsibility for any material found through the library's Internet connection which I or my child may find objectionable. I agree to hold the library, the library staff, and the members of the Board of Trustees harmless for such material accessed by my child.

I, _____ affirm that I am the parent or legal guardian of the minor child listed below.

Child's Name:_____ Library Card #:_____
(Please Print)

Signed: _____ Date: _____
(Parent or Legal Guardian)

Witnessed by: _____ Date: _____
(Library Staff)

NOTE: The completed, signed form will be kept on file by the library. The minor's library account will be notated with this permission which will remain active unless revoked by the parent or guardian

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Access to Library Services

03.01.02.F2 Request for Review of Blocked Website

Please complete this form that will be used by a review committee appointed by the Executive Director of the Pueblo City-County Library District. This form must be completed in its entirety to be considered. After a determination is made regarding your request, you will be notified in writing of the library's decision.

Patron Information

Name: _____ Date: _____

Address: _____

City:_____ Zip: _____Telephone:_____

Email Address: _____

Representing: ☐Self ☐Name of organization/group: _____

Website Information

Website URL: _____

Website Name/Title: _____

Date Access was attempted: _____

Library Branch / Location where Block Occurred: _____

Device Used: ☐Public Computer ☐Laptop/Chromebook ☐Personal Device on Library Wifi ☐Hotspot

Filter/Block Message Shown (quote exactly if possible) _____

_____

What do you believe is the subject of this website?

Why do you feel this site should not be blocked?

What action are you requesting? ☐ Unblock site for all patrons ☐ Unblock for adults (18+)

_____ _____

Customer Signature Date

Note: *Send original to the Associate Director of Public Services*

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Access to Library Services

03.01.02.F3 Video Game Consent Form for Minors

I understand that the library provides access to video games, gaming consoles, and virtual reality (VR) equipment as part of its mission to support learning, creativity, and recreation. I acknowledge that some video games or VR experiences may contain content that I or my child may find objectionable or inappropriate.

I have reviewed the information provided to me by the library concerning the use of video game and VR equipment offered by the Pueblo City-County Library District and the policies of the library. I understand the issues surrounding the use of these technologies, including potential physical, sensory, or emotional effects. I also understand that some games include online features, chat, or user-generated content and that library staff do not monitor in-game communication.

I hereby give permission for my child listed below to use PCCLD's video game equipment, gaming consoles, and virtual reality headsets.

I accept full responsibility for any content accessed or any physical, emotional, or sensory reactions my child may experience while using PCCLD gaming or VR equipment. I agree to hold the library, the library staff, and the members of the Board of Trustees harmless for such content or experiences.

I affirm that I am the parent or legal guardian of the minor child listed below.

Child's Name: _____Library Card #: _____

Parent/Guardian Printed Name: _____

Parent/Guardian Signature: _____Date: _____

Witnessed by (Library Staff) : _____ Date: _____

NOTE: The completed, signed form will be kept on file by the library. The minor's library account will be notated with this permission, which will remain active unless revoked by the parent or guardian. Please route completed forms to the Deputy Director.

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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.

Customers must have a valid PCCLD library card or a temporary visitor's pass to use the library's computers. Some specialized equipment, at the discretion of the Executive Director or their 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 Acceptable Use*

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Access to Library Services

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. 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 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

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Access to Library Services

03.01.03.G2 Temporary Visitor Pass Guidelines

Residents in PCCLD's service area are encouraged 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 Acceptable Use policy and Acceptable Internet Use Agreement before they can use the library's public computers. PCCLD uses internet filtering software on visitor passes to comply with the Children's Internet Protection Act (CIPA) and Colorado Revised Statutes §§ 24-90-601 through 24-90-606.

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..

See Also: *03.01.02 Internet Access and Acceptable Use*
03.01.02.F1 Internet Consent Form for Minors
03.01.03 Public Computers and Other Equipment Use
03.02.01 Library Cards
03.02.04 Circulation of Materials

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Access to the 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 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)

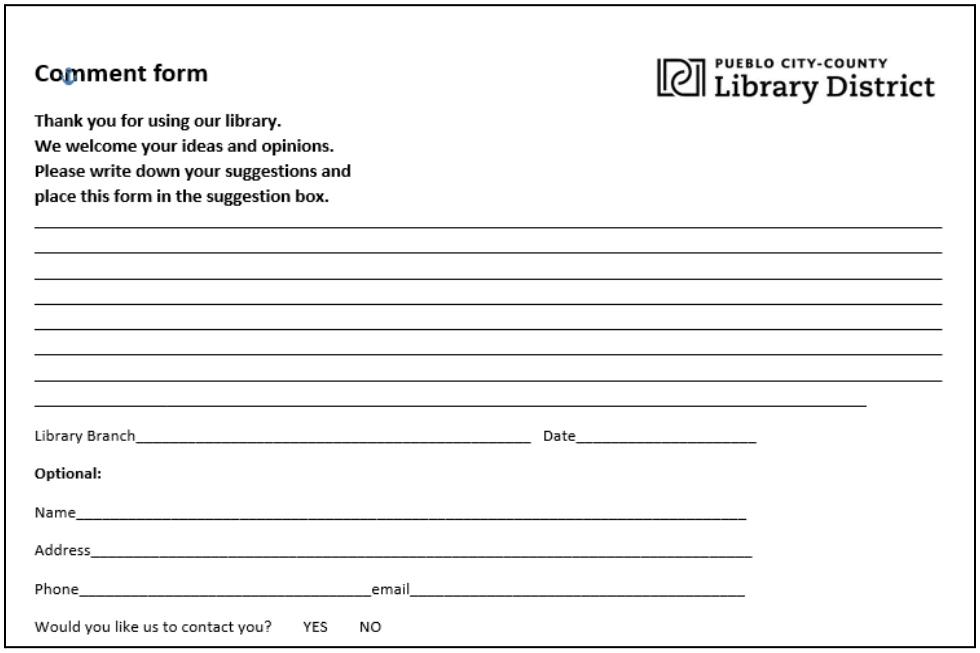
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Access to Library Services

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:

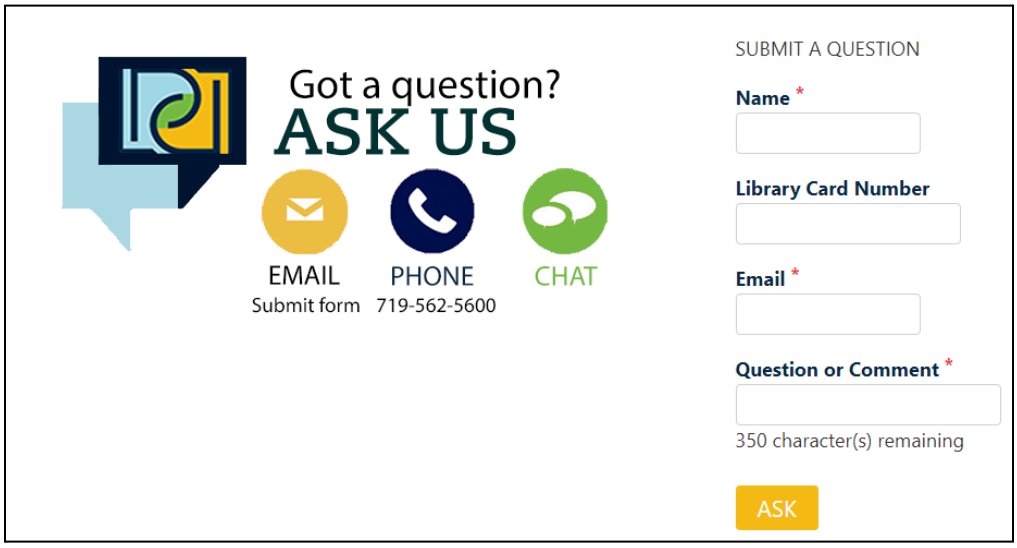
Name_____

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
Submit form
PHONE
719-562-5600
CHAT
SUBMIT A QUESTION
Name *
Library Card Number
Email *
Question or Comment *
350 character(s) remaining
ASK

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Access to the 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 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 Device (ALD) Procedures - PCCLD Meeting Rooms*
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*

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Access to Library Services

03.01.05.ST1 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.

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Access to Library Services

03.01.05.P1 Assistive Technology Equipment Procedures

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 all PCCLD libraries.

Assistive technology workstations are available for customer use by reservation or on a first-come, first-served basis when no reservations are scheduled. Customers may request access to a workstation by contacting library staff at the Rawlings 2nd Floor service desk and at any PCCLD branch library service desk.

Training materials and assistive technology workstation tips sheets\are available at the Rawlings User Services Desk (2nd floor), as well as at service desks in all other PCCLD branch libraries.

The following assistive listening devices and assistive technology equipment is available for customer use at all PCCLD libraries:

Assistive Listening Devices
Customers may request assistive listening devices to improve the audibility of meetings, special events and programs. These devices may be acquired from the staff at the 1st floor service desk at Rawlings, from Ryals Room Event Staff and at all other PCCLD branch service desks. They may be used with or without hearing aids.

Instructions for assistive listening devices are available at the Rawlings 1st Floor service desk and at all other PCCLD branch service desks.

Assistive Technology Workstation

- Dedicated Assistive Technology Computer with 27 inch screen
- Headset and microphone
- Large Track Ball Mouse
- Large print, high visibility / ergonomic keyboard
- Power adjustable table and/ ergonomic chair
- JAWS screen reading software
- Dragon Naturally Speaking speech recognition software
- Zoomtext

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 Device (ALD) Procedures*

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Access to Library Services

03.01.05.P2 Assistive Listening Device (ALD) Procedures - PCCLD Meeting Rooms

Assistive listening devices (ALD) are available in all PCCLD meeting rooms. This equipment may be used for special events, training sessions, group meetings and/or library programs.

To access ALD equipment for meeting rooms, please visit the customer service desk on the first floor of the Rawlings Library or the service desk at any branch library. In order to use this equipment in the Library, the patron should:

- Present a valid Pueblo City-County Library District library card to check out an ALD kit. If the patron does not have a library account, a government-issued photo ID will be retained at the service desk for the duration of use. The ID will be returned upon check-in of all issued equipment.
- Return the ALD 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:

- Ask Event Staff in the Ryals Grand Event to provide an ALD kit to use during the event.
- Return equipment to Event Staff upon conclusion of the meeting or event

NOTICE: 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.

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Access to Library Services

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)

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Access to Library Services

03.01.05.P4 Service Animals

Customers with service animals are welcome in areas where pets or animals are not normally permitted in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances.

There is often confusion about the differences between service animals and companion, assistance or emotional support animals in the library. The following information is provided to clarify those differences.

Service Animals

Service animals are allowed in the library. A service animal is defined by Federal and Colorado law as a dog (or miniature horse) that has been individually trained to perform a specific task or service for a person with a disability. A service animal is considered an extension of a person with a disability and is allowed in any place that is open to the public.

Requirements for service animals:

- The animal (dog or miniature horse) must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices.
- The animal must be under the handler's control and housebroken.
- The animal must be defined as a service animal.

By law, there are only two questions that staff may ask the owner of the animal:

1) Is this a service animal required because of a disability?
2) What work or task has the animal been trained to perform?

If a patron claims that the animal is a service animal and the animal has met the above criteria, there should be no need for further intervention.

Owners of service animals are NOT required to:

- present “proof” that the animal is a service animal
- make the service animal demonstrate a service task
- wear a vest or other identifier

Service Animals In Training and Emotional Support Animals

Service animals “in-training” and emotional support animals are not regarded as service animals and are not permitted in the library. If a person brings a companion or emotional support animal into the library, the animal owner will be asked to remove the animal and the customer may return without the animal.

Customer Complaints

If a customer complains about a service animal’s presence in the library (i.e. allergies) the customer making the complaint should move to another location in the library or come back to the library at a later time.

If a customer with a service animal wishes to discuss their access to library service or register a complaint concerning access, they 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.

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Access to Library Services

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

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Use of Materials

03.02.01 Library Accounts

PCCLD library accounts are free to applicants who reside, work, attend school or own property within Pueblo County. PCCLD also offers reciprocal borrowing privileges for residents of the State of Colorado as a member of Colorado Libraries Collaborate (CLC).

Library account holders will need their account information to borrow library materials.

Individuals issued a library account are responsible for:

- The return of all materials borrowed on their account
- Payment of fees for lost or damaged materials
- Reporting a lost or stolen card immediately
- Updating contact information on their account
- Any charges incurred as the result of lending their card, account details, or library materials to another.

Parents or legal guardians of account holders are responsible for the items listed above on minor accounts that parents or legal guardians create for minors under the age of 18. There is no age requirement to obtain a library card. Library accounts remain valid until canceled at the customer's request or when purged by the library after a period of inactivity.

The Pueblo City-County Library District offers many different account types to remove barriers and facilitate equitable access for library users. Users are allowed to create one library account per person and borrowing privileges are determined by the account type .

See Also: *03.02.02 Confidentiality of Library Customer Records*
03.02.01.P1 Library Account Procedures
03.02.01.P2 Colorado Libraries Collaborate (CLC) Program Procedures

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Use of Materials

03.02.01.P1 Library Account Procedures

The Pueblo City-County Library District offers many different account types to remove barriers and facilitate equitable access to library users. Users are allowed to create one library account per person.

Online User Registration
Patrons who register for a temporary library account online have thirty days of access to PCCLD's digital collections. These accounts will expire after 30 days, at which time in-person registration is required to extend borrowing privileges and digital access. Only one online user registration is allowed per person.

Resident Adult Account
Issued to applicants who reside, work, attend school or own property within Pueblo County. Verification of a resident account requires in-person registration with a government issued photo ID, which includes the applicant's name, date of birth, and current address. If the address is not current or not available on the photo ID, a second piece of proof of residency may be required.

Resident Minor Account
Resident accounts are also available for minors under the age of eighteen who reside, work, attend school or own property within Pueblo County, or whose parent/guardian reside, work, attend school or own property within Pueblo County. Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second piece of proof of residency may be required. Both parent/guardian and minor must be present to verify a library account. The parent or guardian account must be in good standing to create a minor account.

Organizational Account
Issued to an institution, company, establishment or association that is either for-profit or non-profit, and has more than five (5) employees, members, partners, or associates. The individual applying for the account must have the authority to accept financial responsibility on behalf of the applying organization. Applications for an organizational account may be obtained upon request from library staff and will be turned in to the circulation manager. Organizational accounts expire after one year.

Unverified Accounts
Issued to adult or minor applicants who reside, work, attend school or own property within Pueblo County, but who are unable to provide proof of residence in Pueblo County at the time of registration.. Temporary accounts provide thirty days of access to digital library collections and two physical items at a time. Accounts expire after 30 days.

Non-resident Accounts
Available for minors or adults who reside within the State of Colorado through the Colorado Libraries Collaborate (CLC) program. PCCLD offers non residents the same lending privileges for most physical collections and digital collections. Physical checkouts exclude: Interlibrary Loans, Digital Devices, Chromebooks, Hotspots, Outdoor Recreation Collection, Library of Things, Tool Library, and Seed Library. See 03.02.01.P2 for CLC borrower responsibilities, privileges and restrictions Verification of a minor's account requires in-person registration with a parent or guardian and minor present. The parent or guardian will provide their government issued photo ID, which includes the parent or guardian's name, date of birth, and current address. If the address is not current or not available on the photo ID a second proof of residency may be required. The parent or guardian account must be in good standing to create a minor account. Both parent/guardian and minor must be present to verify a library account.

Student Library Connect Accounts:
These accounts are issued through the Library Connect Program which is a collaboration between local school districts and PCCLD. Library Connect accounts are created using student enrollment information. Parents or guardians may opt students in or out of the Library Connect Program while completing school registration paperwork. Library Connect accounts do not require a guarantor and offer students at participating schools online access to databases, e-materials, and items from local library locations including: up to five books, books on CD, magazines and puppets for 21 days, and one audio-visual item (DVD, BluRay, CD) for 7 days. No physical card is issued for Library Connect accounts. The Library Connect account number includes the district or charter school prefix), plus the school ID number (example: D60123456). The student's eight-digit date of birth is the pin number (example 01102010).

Teacher Library Connect Accounts:
Teacher Library Connect accounts are created using the current teacher roster and are updated before each semester begins. Teachers are able to opt out of the program by contacting the Pueblo Library ILS Administrator. Unlike the restrictions of Student Library Connect accounts, Teacher Library Connect Accounts have the same borrowing privileges as a Resident Adult Library Account (RESADULT). No physical card is issued for the Teacher Library Connect account. The Library Connect account number includes the district or charter school prefix, plus the teacher's school ID number (example: D60123456). The teacher's eight-digit date of birth is the pin number (example 01102010).

Library To You Accounts
Library To You accounts offer extended borrowing times of thirty (30) days for all item types for patrons who are physically unable to access library services. The Library To You Program Coordinator works with volunteers who deliver library materials to homebound patrons monthly. More information about this program and an application for this service are available online:
https://www.pueblolibrary.org/LibraryToYou

Special Accounts
On a case-by-case basis, library account holders may be allowed to use a special account status designating limited borrowing privileges. Special accounts are intended to allow longer access than a temporary account provides, while limiting the account to five (5) items at one time.

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Use of Materials

03.02.01.P2 Colorado Libraries Collaborate (CLC) Program Procedures

Colorado Libraries Collaborate (CLC) is a reciprocal borrowing program that allows patrons of member libraries to borrow from other member libraries. PCCLD offers reciprocal borrowing privileges to Colorado residents who are cardholders at Colorado Libraries Collaborate (CLC) member libraries https://www.coloradovirtuallibrary.org/resource-sharing/clc/.

Account Registration Requirements

- In-person registration is required for anyone wishing to set up a PCCLD account through the CLC program. To activate the account, the borrower must provide a photo ID and proof of Colorado residency.
- Acceptable forms of picture ID: driver's license, passport, school ID, or any other government-issued document showing a photo and borrower's name.
- Acceptable forms of proof of address: driver's license, checkbook, car registration, pay stub (with address), mail with a current postmark, bill, mortgage or lease agreement, or any "official" document with borrower's name and current address.
- In the case of a minor, contact information for the child's parent or guardian must also be added to the account.
- After setting up an account, CLC borrower will be issued a PCCLD card.

CLC Borrower Responsibilities:

- It is the CLC borrower's responsibility to be in good standing at his/her home library. Cardholders not in good standing may not be eligible to borrow materials from PCCLD.
- CLC borrowers will be informed about PCCLD policies and procedures and are responsible for understanding and abiding by them.
- CLC borrowers are responsible for all materials checked out on their cards. Any materials borrowed by a CLC borrower are subject to PCCLD loan policies and due dates.
- CLC borrowers are responsible for any fees incurred through overdue, damaged or lost items.

CLC Borrower Privileges

- CLC borrowers will not be charged a non-resident fee when borrowing from a participating CLC library.
- CLC borrowers have unlimited access to PCCLD's subscription databases.
- CLC borrowers may use their accounts to gain computer and internet access at any PCCLD library in accordance with PCCLD's Internet and Acceptable Use Policy.
- Pueblo City-County Library District offers non-residents the same lending privileges for books, digital materials, print magazines and A/V collections that Pueblo County resident users are allowed.
- CLC borrowers may return PCCLD books at their home library. These materials will be returned to PCCLD through the state courier.

CLC Borrower Restrictions

- CLC borrowers are not permitted to check out items from the following collections:
    - Interlibrary Loans
    - Digital Devices, Chromebooks or Hotspots
    - Outdoor Recreation Collection
    - Library of Things
    - Tool Library
    - Seed Library

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Use of Materials

03.02.02 Confidentiality of Library Customer Records

PCCLD follows Colorado Revised Statutes §24-90-119 regarding privacy of user records, and §24-74.1-102 to prevent the violation of civil rights of persons in Colorado based on immigration status. Additionally, PCCLD complies with the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a customer's use of the library and its resources are confidential.

Customer records may be consulted and used by library staff in the course of carrying out library operations. Personal information contained in customer records will also not be sold, leased, or otherwise shared with any other organizations or outside parties except in the carrying out of library operations.

Additional instances that PCCLD shares customer information as defined by §24-90-119 and §24-74.1-102 include:

- With consent of the patron through a valid release of information
- With consent of a minor patron's parent or guardian through a valid release of information.
- As required by law enforcement agencies with a subpoena, court order, or warrant issued by a judge or magistrate

See Also:

03.02.03	Personal Identifying Information
03.06.05	Law Enforcement Requests for Patron and Staff Information
03.06.05.P1	Law Enforcement Requests for Patron and Staff Information Procedures

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Use of Materials

03.02.03 Personal Identifying Information

PCCLD supports the protection of individual privacy and minimizes the collection of personally identifiable information in compliance with Colorado Revised Statutes 24-73-101 and 24-74.1-102.

PCCLD collects personal identifying information from its customers to include their name, address, telephone number, email address and date of birth, library barcode number, items requested, borrowed or placed on hold, fee and payment history, as well as registration for library classes and events. PCCLD does not collect information about place of birth, immigration or citizenship status, or information from passports, permanent resident cards, alien registration cards or employment authorization documents.

Data that PCCLD collects and uses are considered Personal Identifying Information (PII) and specific combinations of data are defined as Personal Information (PI) by Colorado State Law. Both PII and PI are protected information.

Paper or electronic documentation containing personal identifying information which is not used or no longer needed shall be destroyed by shredding, erasing, or otherwise modifying the personal identifying information in the paper or electronic documents to make the personal identifying information unreadable or indecipherable through any means, prior to disposal.

See Also: 03.02.02 Confidentiality of Library Customer Records

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Use of Materials

03.02.04 Circulation of Materials

Library materials will be loaned to customers who have a valid PCCLD library account for the established loan periods. Some specialized materials may have additional checkout requirements in addition to having a PCCLD library account. Materials that are not returned will be subject to processing fees and recovery or replacement fees.

The PCCLD Board of Trustees delegates to the Executive Director or designee the authority for establishing loan periods, overdue fees, renewal limits and hold limits.

Borrowing privileges may be revoked if PCCLD policies and procedures are abused. Abuse includes but is not limited to failure to return materials, failure to pay fees that exceed an amount established by PCCLD, or failure to pay for lost or damaged library materials or property.

PCCLD is not responsible for any damage or loss to borrowers including property damage that is sustained as a result of using, borrowing, or consulting PCCLD library materials.

In the case of minors (under the age of 18), any restrictions placed on the selection or use of materials in the collection is the responsibility of the parent or guardian of such minors.

See Also: *03.02.01 Library Accounts*

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Use of Materials

03.02.04.P1 Request to Hold Materials Procedure

Library customers may request material by asking that it be placed on hold, or holds may be placed online. The first copy to become available at any library location will be held for the customer, and the customer will be notified by email or phone when the item is available. Material will be held seven (7) days for the customer. The number of holds a customer may place is limited to 50 items total.

***See Also** : 03.02.04 Circulation of Materials*

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Use of Materials

03.02.04.S1 Loan Periods and Fees Schedule

Loan Periods and Fees
There is a 100 item limit on the total number of physical checkouts. Current loan periods and fees for all physical materials, as well as digital load periods and limits by platform can be viewed on PCCLD's website: https://www.pueblolibrary.org/about/borrowingrules.

Overdue Material:
Customers are responsible for all materials borrowed on their library account. PCCLD's primary interest is getting materials back promptly so that they can be available to other library customers. When the fees on a borrower's account exceed $10.00, borrowing privileges will be suspended until sufficient fees are paid to reduce the balance owed to less than $10.00.

Overdue notices are sent by email, telephone or U.S. Mail. E-mail and telephone notices generate the first day the item becomes overdue, then at seven (7) and fourteen (14) days.

When an item becomes 28 days overdue, a second notice is sent out stating the replacement cost of the item. If the item is returned, the replacement cost of the item is cleared from the account.

When an item becomes 30 days overdue, the item(s) will bill to the library account, with a $5.00 processing fee on each item. Notices are provided by PCCLD as a courtesy. Failure to receive an overdue notice does not exempt the borrower from replacement fees.

If the item is returned, the replacement cost of the item and processing fees are cleared from the account**.** Refunds will be issued for materials paid for if the item is returned within 90 days of payment.

Materials containing multiple items will not be checked in until all items have been returned. If an item from a set is not returned, overdue notices will be sent following the schedule above and the replacement cost and processing fee for the set will be billed to the library account when it becomes 30 days overdue.

For Chromebooks, Laptops and Hotspots, the replacement cost and processing fee will be billed to the customer account when it becomes 30 days overdue and the patron will not be permitted to checkout additional devices or materials until the replacement cost and fee is paid in full.

The cost of materials that are lost or damaged will be charged to the borrower's account. Items that are 51 days overdue, and not returned or paid for may be referred to a collection agency.

See Also *:* *03.02.04* *Circulation of Materials*
03.02.06 *Collection Agency*

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Use of Materials

03.02.05 Library Fees

PCCLD provides free and open access to information. Fees may be charged for abuse of PCCLD's policies and procedures including but not limited to fees for lost or damaged library materials. Other services may be fee-based including but not limited to printing, 3D printing, photocopies, document delivery, and returned checks. The PCCLD Board of Trustees delegates to the Executive Director or designee the authority for establishing library fees. Fees will be reviewed on a regular basis and adjusted as necessary. The Executive Director or designee will maintain and post a fee schedule for all library fees, which will be collected by Library staff.

See Also: *03.02.04 Circulation of Materials*
03.02.04.S1 Loan Periods and Fees Schedule
03.02.06 Collection Agency

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Use of Materials

03.02.05.S1 Library Fee Schedule

There are no fees for the following PCCLD services:

- Initial or replacement library card
- Use of Internet access computers, personal computers, and software
- Check out of circulating materials

Fees for other PCCLD services:

• Computer 2 GB Flash Drive	$6.00 each
• Earbuds	$2.00 each
• Interlibrary Loan	Fees may be charged by a lending library
• Computer Printing/Photocopies:	
o Computer Printing (Black & White)	$0.10/page
o (Color, if available)	$0.60/page
• Photocopies (Black & White)	$0.10/page
o (Color, if available)	$0.60/page
o Copies from Microfilm Readers	$0.10/page
o Copies of PCCLD public records	$1.00/each request +$0.10 per page over 10
• Faxing	$0.10/page
• 3D Printing	$0.05/gram for prints that take over 2hrs
• Overdue Fees:	
o Community Passes	$0.50 per day
o Interlibrary Loan Overdue Notice	$15.00 plus any charges from lending library
• Returned Check Fee	$5.00 bank return fee
• Returned Check Processing Fee	$20.00 fee if not rectified within 30 days
• Document Delivery:	
o Customer Pick-up	$1.00 per article + $0.10 per page over 10
o Mail	$3.00 per article + $0.10 per page over 10
• Photographs from Special Collections:	
o Digital files via email	$12.00 per image
o Digital files via jump drive	$12.00 per image plus $6.00 for media

When an item is lost or returned damaged and it has been determined by library staff that the item cannot be returned to the collection for further circulation, or if a media set is returned with lost or damaged pieces, the following will apply:

- Customer is charged for the replacement cost of the item or media set, and a $5.00 fee to cover the library's cost for processing the replacement.

For InterLibrary Loan items that are damaged or lost, a processing fee of $15.00 and any charges levied by the lending library will be charged.

For Chromebooks, Laptops and Hotspots that are damaged or lost, the replacement cost and processing fee will be charged to the customer account and the patron will not be permitted to checkout additional devices until the replacement cost and fee is paid in full.

A collection agency may be used to assist in return of materials. Payment of library fees and processing fees must be remitted directly to PCCLD, not to the collection agency.

See Also: *03.02.05 Library Fees*
03.02.06 Collection Agency

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Use of Materials

03.02.06 Collection Agency

PCCLD provides fair and equal access to library materials to all customers and expects that all items checked out to customers will be returned undamaged in a timely manner. PCCLD utilizes the services of a collection agency to recover unreturned materials or outstanding fees.

Every effort will be made to provide the customer sufficient notice prior to their account being submitted to the collection agency. The contact information in the customer's library account will be used to provide such notification.

The Executive Director or designee serves as the final arbitrator of disputes that may arise from this process, makes every effort to address the individual circumstances of the customer, and strives to protect and preserve the availability of materials and assets of PCCLD.

See Also: *03.02.01 Library Accounts*
03.02.02 Confidentiality of Library Customer Records
03.02.05 Library Fees

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Use of Materials

03.02.06.P1 Overdue and Collection Agency Procedure

PCCLD sends courtesy overdue notices as a first attempt to notify customers of outstanding items.

Notices are sent by email and telephone. Email and telephone notices generate the first day the item becomes overdue, then at seven (7) and fourteen (14) days. When an item becomes twenty-eight (28) days overdue, a final notice is sent via U.S. Mail, stating the replacement cost. If the item is returned, the replacement cost of the item is cleared from the account.

When an item becomes 30 days overdue, the replacement cost for the item(s) will bill to the library account, with a $5.00 processing fee for each item.

When items become 51 days overdue and the amount is $50.00 or more, a courtesy notice is sent to the customer from a collection agency. Payments of library fees and processing fees must be remitted directly to PCCLD, not to the collection agency.

The collection agency does not have title information—only the dollar amount of items. The customer will be told to contact PCCLD for information about their account for details about outstanding items. Upon return of the items and payment of all outstanding fees due, the collection agency is electronically notified that the account has been cleared.

How Library staff will handle disputes:

When a customer first contacts PCCLD staff to dispute a collection referral, staff will:

- Check the customer's contact information for accuracy.
- Update the information if it is incorrect, and inform the customer that PCCLD made several attempts to make contact using the previously provided contact information.
- Refer the customer to a supervisor when the dispute cannot be resolved.

The Executive Director or their designee serves as the final arbitrator of disputes.

See Also *:* *03.02.04 Circulation of Materials*
03.02.06 Collection Agency

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Use of Materials

03.02.07 Interlibrary Loans

InterLibrary Loan is a service provided to any PCCLD customer in good standing residing in Pueblo County. Upon request, the library will attempt to borrow books and other materials from other libraries in Colorado and the United States that PCCLD does not own or can not purchase.

It is the customer's responsibility to abide by both PCCLD's and the lending library's rules regarding the use of materials (including any fees assessed by the lending library). It is also the customer's responsibility to comply with Fair Use and Copyright Law. District staff will inform InterLibrary Loan borrowers of applicable portions of Copyright Law, as required.

PCCLD will also loan its materials deemed eligible for lending to other libraries.

PCCLD endorses the InterLibrary Loan Code for the United States (2008).

See Also: *03.02.04 Circulation of Materials*
03.02.08 Copyright and Licensing Agreements
03.08.01.R1 Resource Documents: InterLibrary Loan Code for the United States (2008) and supplemental statement

PUEBLO CITY-COUNTY
Library District

www.pueblolibrary.org

Use of Materials

03.02.07.G1 InterLibrary Loan Guidelines

What is InterLibrary Loan?

InterLibrary Loan is a service provided by PCCLD to locate and borrow books and other materials owned by libraries in Colorado and the United States that PCCLD does not own or chooses not to purchase.

What types of items can be requested?

- Books
- Audiobooks on CD
- Journal, Magazine, or Newspaper articles (copies)
- Educational, entertainment and television series on Bluray and DVD
- Childrens and Young Adult Books and Audiovisual Materials
- Music on CD
- Microfilm

What materials will not be loaned by PCCLD?

- Materials within a publication date within the past year
- Local History and Genealogy collections identified as being of primary importance to the Pueblo community

What do I need to place an Interlibrary Loan?

- A current and verified resident PCCLD library card in good standing

Customer's Responsibilities

- There is a limit of 5 active Interlibrary Loan requests per customer. That is, a customer may have no more than 5 items currently on loan from another library and or being requested at the same time.
- Fill out the online form available at www.pueblolibrary.org. Include an ISBN or OCLC accession number, title and author, on the application-if known. Also include your library card number. Be sure the library has an updated address and phone number on your library account.

- Some libraries charge to lend their items. If this situation occurs, you will be notified first and can accept or decline to pay the charges. PCCLD will always to those libraries that do not charge first. If there is a charge, it must be paid when you pick up the item.

- The lending library sets the due date and terms of use. Renewals may be available upon request.
- If a borrowed items is not returned, a fee of $100.00 is assessed to the customer's account, and any damages to borrowed items while in the customer's possession will be billed per the lending library's terms.
- Overdue notices for ILL items are generated per the usual PCCLD schedule. Late fees of .10 per day are charged for overdue ILL items. The maximum overdue fine is $3.00 per item. All ILL items will have a three day grace period, after which, fines accrue from the first day overdue.
- Interlibrary Loans items "expire" seven days after the customer is notified that the hold is available. "Clean Holds" reports are generated and processed using PCCLD's regular schedule and procedures.
- Repeated failure to pick up ILL items or return items on the due date may result in loss of ILL privileges for the remaining calendar year.
- It is the customer's responsibility to abide by the Fair Use and Copyright Law.

Loaned Items

- Items are loaned to other libraries for 35 days. Renewals are not allowed.
- Libraries that lose or damage PCCLD materials have the option of replacing the lost item, with one that has an identical ISBN, or they may pay as invoiced the replacement cost of the item, as well as a $5.00 processing fee.
- Libraries with the ILLPUBLIC profile do not accrue late fees and are not sent to a collection agency, unless unresponsive after 90 days.

For further information or help, contact a Librarian or the InterLibrary Loan Department at 719-562-5607.

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Library District

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Use of Materials

03.02.08 Copyright and Licensing Agreements

PCCLD adheres to all relevant and applicable United States copyright laws, including Title 17 of the United States Code titled, "Copyrights." Copyright laws govern the making of photocopies or any other reproductions of copyrighted materials. All Library users agree to abide by all applicable federal, state and local laws, statutes, and ordinances when using PCCLD libraries, materials, resources, computers, etc.

Materials are provided by the library for nonprofit, educational, personal, and scholarly purposes. Transmission or reproduction of protected items beyond that allowed by "fair use" requires the written permission of the copyright holders.

PCCLD does not own (or claim to control) the copyright for materials in its collections or accessed via the Internet on PCCLD computers. Library staff will refuse to duplicate any materials if doing so would violate copyright and will, when asked, inform customers if materials being borrowed are subject to copyright restrictions. PCCLD is not responsible for the improper or illegal use of any copies of materials from its collections. It is the customer's responsibility to guard against the infringement of rights that may be held by others and for clearing reproduction rights and copyright restrictions.

All users of PCCLD provided databases, software and audio-visual materials are also responsible for adhering to applicable database, software, and audio-visual licensing agreements and/or performance restrictions.

See Also: 03.02.07 InterLibrary Loans
03.02.08.G1 Copyright and Licensing Agreements Guidelines

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Library District

www.pueblolibrary.org

Use of Materials

03.02.08.G1 Copyright and Licensing Agreements Guidelines

PCCLD is committed to supporting the responsible use of copyrighted materials while promoting access to information. These guidelines outline the principles of copyright and their implications for library staff and library users.

Overview

Copyright law grants creators exclusive rights over their original works, including books, articles, music, films, and digital content. These rights typically include reproduction, distribution, public performance, and the creation of derivative works. Copyright protection lasts for a limited time, after which works enter the public domain.

Under copyright law, libraries and archives may reproduce copyrighted works for preservation, research, and educational use under certain conditions. These reproductions should:

- Be made for non-commercial purposes.
- Be limited to small portions or works in the public domain unless permission is obtained.
- Comply with fair use or other statutory exemptions (e.g., Section 108 of U.S. Copyright Law).

Guidelines for Library Users

Library users are responsible for ensuring that their use of copyrighted materials complies with copyright law and licensing terms. The library provides resources and guidance but does not offer legal advice.

The following notice of copyright will be prominently displayed on photocopiers:

> The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. The person using this equipment is liable for any infringement.

The following notice of copyright will be included on all PCCLD forms that request library materials to be copied by Library staff.

> The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified by law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship, or research. If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Fair Use
Fair use is a legal doctrine that permits limited use of copyrighted material without permission for purposes such as education, research, commentary, and news reporting. Fair use is determined by considering:

- The purpose and character of the use (e.g., non-commercial, educational, transformative use)
- The nature of the copyrighted work.
- The amount and substantiality of the portion used.
- The effect on the market value of the original work.

Library patrons and staff should assess fair use on a case-by-case basis and seek legal guidance if needed.

Public Domain
Materials in the public domain are not protected by copyright and can be freely used, copied, and distributed. Works typically enter the public domain when:

- The copyright term has expired.
- The creator explicitly dedicates the work to the public domain.
- The work was never eligible for copyright protection (e.g., U.S. government publications).

Creative Commons Licensing
Library staff and patrons should respect the terms of Creative Commons licenses when using CC-licensed materials. Creative Commons (CC) licenses allow creators to specify how their works can be used. Common license types include:

- CC BY: Allows use with attribution.
- CC BY-SA: Allows use with attribution and requires derivative works to have the same license.
- CC BY-NC: Allows non-commercial use with attribution.
- CC BY-ND: Allows redistribution with attribution but prohibits derivative works.

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For further information about copyright or obtaining permission to use copyrighted materials, library staff and library users are encouraged to consult the U.S. Copyright Office: https://www.copyright.gov/.

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Library District

www.pueblolibrary.org

Collection Development

03.03.01 Collection Development

PCCLD provides access to a broad range of materials, with the aim of serving members of the community in their pursuit of information, recreation, and continuing education. PCCLD supports free and open access to information and ideas as stated in the "Library Bill of Rights" and its interpretations, and the "Freedom to Read," "Freedom to View," and "Intellectual Freedom" statements of the American Library Association. PCCLD regards its collection as a whole, distributed among various library facilities.

PCCLD collections are developed on the basis of community and customer interests, publishing trends and fiscal ability. The library selects materials appropriate for a public library collection, rather than for school, academic, or other special libraries, recognizing the diversity of the community. The library promotes literacy and the development of reading and comprehension skills.

The library may accept donations of print and non-print materials. Gifts will be included in the collection in accordance with the same criteria applied to purchase materials. Donated materials become the property of PCCLD at the time of donation.

Materials will be removed from the library collections when they no longer fit the service priorities of the library.

If a customer questions the suitability of an item in PCCLD's collections, that individual may complete a *03.03.05.F1 Request for Reconsideration of Material* form, thereby beginning the formal reconsideration process.

See Also:

03.03.02	*Material Selection*
03.03.03	*Collection Maintenance*
03.03.04	*Gifts of Materials*
03.03.05	*Request for Reconsideration of Materials*
03.08.01.R1	*Resource Documents: Freedom to Read Statement, Freedom to View Statement, Intellectual Freedom Handbook, Library Bill of Rights, Interpretations of the Library Bill of Rights*

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Library District

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Collection Development

03.03.02 Material Selection

PCCLD selects materials recognizing the diversity of the community it serves. Customer use is the most significant influence on the content of the library's collections. The library closely monitors circulation, customer requests and hold levels, triggering the purchase of new items and additional copies of high-demand items. The library does not value one customer's needs or preferences over the needs or preferences of another customer. The library upholds the right of the individual to secure information, although the content may be controversial, unorthodox, or unacceptable to others.

Materials will be evaluated and selected based on their flexibility, open-mindedness and responsiveness to the changing needs of PCCLD's customers. The following are among the most important general criteria:

- Relevance to community needs and local interest
- Authoritativeness or popularity of author, artist, publisher or producer
- Suitability of subject, style and reading level for intended audience
- Insight into human and social conditions
- Significance, permanence or timeliness of subject matter
- Literary merit or artistic quality
- Major publicity and/or critical review
- Listing on standard or special bibliographies or indexes
- Availability of other materials in the collection on the subject
- Availability of material elsewhere in the region
- Suitability of format for library use
- Date of publication
- Price and budget considerations

PCCLD maintains core reference, fiction, nonfiction and media collections and includes material of an enduring nature as well as current-interest materials.

Items in PCCLD's collections are normally available to customers from all library locations through the hold system or by visiting another library.

Online collections and external links to other information resources representing diverse viewpoints are available at all PCCLD libraries, as well as remotely where licensing agreements allow.

PCCLD supports specialized collections in certain areas, including but not limited to Western Research, Genealogy, Hispanic Resource Center, a Nonprofit Resource Center and Adult Literacy.

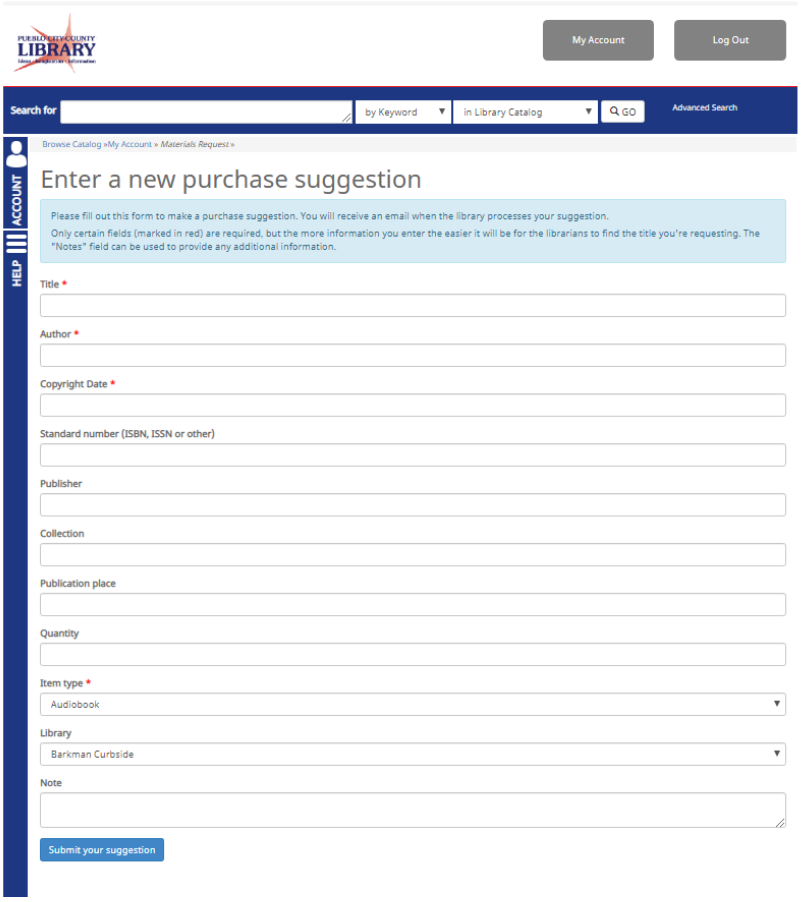
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Library District

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Collection Development

03.03.02. F1 Material Request Online Form

The sample Material Request Online Form shown below is available from the library's online catalog after logging into "My Account," then selecting "Materials Requests," then "Submit a New Materials Request." Customers may complete the form online, or staff may submit the request through the ILS for the customer, if necessary.



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Library District

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Collection Development

03.03.02.P1 Material Request Procedure

Customers are encouraged to request materials to be acquired by PCCLD. Materials may be requested by using a Material Request Online Form. This form is available from the library's online catalog after logging into "My Account," then selecting "Materials Requests," then "Submit a New Materials Request."

In the event that the patron is not able to access or submit the online form, staff may submit the request through the ILS by bringing up a patron's account and selecting the "Purchase Suggestions" tab from the menu on the left.

The title being requested must have been published/released within the last two years or have a scheduled publish/release date no more than three months out. There is a limit of three active material requests per customer.

All customer material requests will be processed in a timely manner. The library's collection development staff will review and consider each request. The criteria for selection will be in accordance with Collection Development and Material Selection policies.

Upon review, the request will be marked as "Accepted" or "Rejected" and the response will be visible to patrons through the online catalog. Patrons can find the responses by logging into "My Account" on the online catalog and selecting "Materials Requests." Patrons with valid email addresses attached to their accounts will also receive an email with the "Accepted" or "Rejected" response and an explanation for the selection.

If the library proceeds to acquire the requested item, it will be placed on hold for the customer

Policy References:	*03.03.01*	*Collection Development*
	03.03.02	*Material Selection*
See Also:	*03.03.02.F1*	*Material Request Online Form*
	03.03.02.F2	*Material Request Form*

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Collection Development

03.03.03 Collection Maintenance

PCCLD's collection continuously evolves and changes. As items are added, others are reviewed for their ongoing value and may be withdrawn from the collection. Care is taken to retain or replace items of enduring value. Decisions are influenced by patterns of use and by the holdings of other lending libraries. The collection is reviewed on an ongoing basis to maintain its vitality and usefulness to the community.

Materials that no longer fit PCCLD's service priorities will be withdrawn from the collection. This may include materials that are damaged, contain outdated information, or that have not been used in a reasonable amount of time. Decisions will be based on accepted professional practices and the judgment of staff designated by the Executive Director.

Items withdrawn from the collection will be disposed of in accordance with the Disposal of Property Request approved annually by the PCCLD Board of Trustees.

See Also: *04.01.06 Disposal of Fixed Assets (Finance)*

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Collection Development

03.03.04 Gifts of Materials

PCCLD welcomes gifts of print and non-print materials. Once donated, items become the property of PCCLD. The library has sole discretion to determine whether a gift will be included in the collection. Items will be added in accordance with selection criteria for purchased materials.

The library will provide a receipt for donated items upon request, but does not appraise their value. Once a donated item has been added to the library collections, it is subject to all other library policies.

Monetary gifts, bequests, and memorial or honorary contributions for material purchases are welcome. Funds donated will be used to purchase items in accordance with PCCLD's Material Selection Policy. If requested at the time the donation is made, notification of memorial or honorary contributions will be sent to the family of the person being recognized.

Gift plates acknowledging donors or memorials are available.

See Also: *03.03.02 Material Selection*

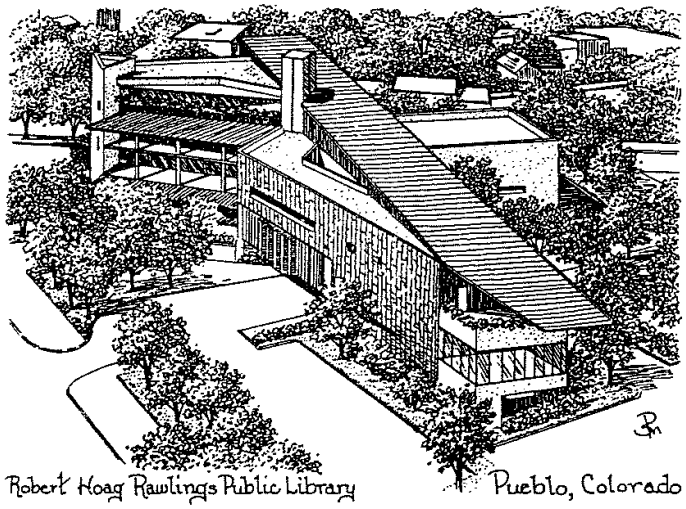
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Library District

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Collection Development

03.03.04.F1 Receipt for Donated Books or Materials

The sample shown below is the gift thank you postcard which serves as a receipt for customers donating books or materials to the library.



Date: Initial

Thank you for your gift to the Pueblo City-County Library District of

_____.

All materials not selected for the Library collection will be given to the Friends of the Library.

The Library does not assign monetary value to donations.

Sherri Baca
Executive Director

PUEBLO CITY-COUNTY
Library District

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Collection Development

03.03.04.F2 Gifts/Donations Form

PUEBLO CITY-COUNTY
Library District
100 E. Abriendo Ave.
Pueblo, CO 81004-4290

Date: _____ Initiated By: _____

AMOUNT: _____ COMPLETE TITLE(S) OF ITEM(S) DONATED (include title and author)

DONATED BY: (name, street address, city, state, ZIP & telephone)

IS THIS A MEMORIAL GIFT? _____ PRESENTED IN MEMORY OF:

Unless the family wishes to remain anonymous, list the name and complete address of the individual to receive the acknowledgment:

What is the relationship between the deceased and the family member to receive acknowledgment?

BOOKPLATE INFORMATION (wording as it is to appear on bookplate)

Presented by:

Memory of:

SPECIAL INSTRUCTIONS FOR SELECTING MATERIAL
(Location, genre, large print, etc.)

NOTE: The entire form must be sent to the Executive Director's Office for monetary gifts. For material donations, send the top copy to the Executive Director's Office and the bottom copy with item(s) to Technical Services.

PUEBLO CITY-COUNTY
Library District

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Collection Development

03.03.04.P1 Gifts / Donations Processing

Gifts to the library are to be processed in the following manner:

Donations to purchase books / Gifts of materials requiring gift plates or recognition

1. The purpose of the *03.03.04.F2 Donation/Gift Form* is to acknowledge the donor, either with a thank you letter and/or to record the information needed in a gift plate to be placed in the gift item(s). The two-part Donation/Gift form will be completed if the book or donation is given as a memorial or if the donor specifically requests items to be purchased with a monetary donation. The form may also be used for gift items of local, historical or genealogical interest, works by local authors, or items for which the donor requests a gift plate recognizing the donor or an honoree.

2. When completing the Donation/Gift form, be sure to spell names correctly and fill out all information requested as completely as possible

3. When the Donation/Gift form has been completed, send the top copy of the Donation/Gift Form to the Executive Director's Office where the donor will be sent a letter acknowledging the gift. The yellow copy is sent to Technical Services with the donated item for gift plate preparation.

4. If money is received, send the money with the Donation/Gift form to the Executive Director's Office. For audit purposes, a receipt is required (whether a receipt is requested by donor or not). Technical Services is notified to select the item(s) to purchase with the contribution which will contain the gift plate recognition.

Bulk donations of books and other materials

1. Donors may be referred to the Friends Book Store to drop off donations of books and other materials. *(See 03.08.01.R1 Resource Documents-Friends of the Pueblo City-County Library District.)*

2. When accepting donated materials at a library, provide the customer with a gift thank you postcard *(See 03.03.04.F1 Receipt for Donated Books or Materials)* at the time of the donation. The Library does not place a monetary value to donations.

3. When materials are received, the supervising librarian at that location may review the materials for appropriateness to the collection. Items selected for the collection will be forwarded to Technical Services for consideration.

4. Items not added to the collection will be sent to Outreach Services for determination if the materials can be used for outreach services or should be forwarded to the Friends of the Library.

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Collection Development

03.03.05 Request for Reconsideration of Library Resources

The public has the right to access a range of ideas and experiences through the library. PCCLD provides resources for the interest, information and enlightenment of the community and strives to present diverse points of view. Individuals may disagree with resources that do not support their own views or values, or that are not compatible with their beliefs. PCCLD follows the standards and guidelines established by library law which governs the reconsideration of library resources and assigns responsibility to public libraries for challenging censorship in the fulfillment of its responsibility to provide information and enlightenment. Library staff is available to identify alternate resources that may be available and responsibility for resources accessed by minors rests with their parents or legal guardians. Library selection decisions are not influenced by the possibility that resources may be accessible to minors. A formal, written request for reconsideration of library resources may be submitted to the Executive Director. These forms are available at each library location and on PCCLD's website. A resident or property owner in Pueblo County may submit up to five requests for reconsideration in a calendar year.

PCCLD is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Therefore, no challenged resources will be removed or altered based solely on a complaint of obscenity or any other category covered by law unless a local court of competent jurisdiction has entered an order requiring its removal or alteration. No resources will be knowingly offered at the library that have previously been determined to be in noncompliance with the law.

PCCLD shall consider the perspectives of marginalized groups and shall prohibit discrimination based on age, background, political or religious views, origin, disability, race, color, sex, sexual orientation, gender identity, gender expression, marital status, national origin, or ancestry. PCCLD shall not proscribe or prohibit access to library resources because of partisan or doctrinal disapproval of the library resource.

The Executive Director and other library staff consider each formal request in terms of the criteria outlined in PCCLD's policies, principles of the ALA Library Bill of Rights and related statements, and other appropriate sources. Library resources will be evaluated for reconsideration only once in a two-year period. If an identical or substantially similar library resource has been reviewed in the last two years, PCCLD reserves the right to deny an additional review.

The Executive Director will respond in a timely manner in writing to a customer's request for reconsideration and the response will indicate the action to be taken and reasons for or against the request. The final determination regarding requests for reconsideration of library resources shall be made available to the public on PCCLD's website. A written request for reconsideration of a library resource is not a library user record as described in Section 24-90-119 (1). A written request for reconsideration of library resources is an open record under the "Colorado Open Records Act," Part 2 of Article 72 of this Title 24

See Also:

03.03.02	*Material Selection*
03.03.05 P1	*Request for Reconsideration of Library Resources Procedures*
03.03.05 F1	*Request for Reconsideration of Library Resources Form*
03.05.03	*Exhibits and Displays*
03.07.01	*Library Programs and Events*

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Library District

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Collection Development

03.03.05.P1 Request for Reconsideration of Library Resources Procedure

PCCLD accepts and considers inquiries from customers about library resources. Library Resources are not automatically removed, added or altered in response to customer inquiries. The Library's policies support free and open access to information and ideas as stated in CRS 24-90-122, the "Library Bill of Rights" and its interpretations, and the "Freedom to Read," "Freedom to View," and "Intellectual Freedom" statements of the American Library Association.

The following procedures shall be followed in considering objections about library resources:

Library Resources

1. Upon receipt of an objection from a customer about library resources, staff shall provide the customer with the "Request for Reconsideration of Library Resources" form and explain the importance of it being filled in completely. This form is also available on PCCLD's website on the 'Policies' page.

a. The staff member should be courteous and understanding, but not defensive.

b. Recognize that the objection is about the resource in question and/or about the Library's decision to include it; it is not personal.

2. Explain the reconsideration procedure to the customer.

3. Avoid discussing the content, merit or appropriateness of the resource in question.

4. Route the form without delay to the Executive Director.

Complaint Procedure

PCCLD considers customer objections to library resources only when the objections are submitted in writing. The "Request for Reconsideration of Library Resources" form may be used for this purpose and must be completed in its entirety for consideration. The following review process will be conducted in a timely manner:

1) When the customer completes the form, it is sent to the PCCLD Executive Director and a receipt of the request letter will be sent to the patron.
2) The Executive Director will assign a committee of librarians and library staff to review the resource, survey peer libraries, and conduct research to determine the appropriateness of the library resource in question. A resident or property owner in Pueblo County may submit up to five requests for reconsideration in a calendar year. Library resources will be evaluated for reconsideration only once in a two-year period. If an identical or substantially similar library resource has been reviewed in the last two years, PCCLD reserves the right to deny an additional review.
3) After reviewing the resource, the committee shall decide on a recommendation as to whether or not the resource is to be retained, altered or removed from the library. The committee will submit a formal recommendation report to the Executive Director with any supporting materials, reviews and research collected. Meanwhile, the library resource shall remain available to the public.
4) CRS 24-90-122 prohibits retaliation against library staff, contractors or volunteers for refusing to remove a library resource before it has been reviewed according to the reconsideration policy, or for making acquisition, display or programming decisions in good faith accordance with library standards.
5) The Executive Director shall review the committee recommendation and agree or disagree. The final decision as to the merit of the complaint shall remain with the Executive Director. The Executive Director shall then write a letter to the customer stating the Library's response to the customer's inquiry and explaining the action taken. A copy of the letter shall be kept in the Executive Director's Office for future reference. As library liaison, the Executive Director shall inform the Library Board of Trustees of the complaint and resulting decision.
6) The final determination regarding requests for reconsideration of library resources shall be made available to the public on PCCLD's website. Information about the resource and outcome of each review will remain posted on PCCLD's website for two years from the date the determination was made.
7) A written request for reconsideration of a library resource is not a library user record as described in Section 24-90-119 (1). A written request for reconsideration of library resources is an open record under the "Colorado Open Records Act," Part 2 of Article 72 of this Title 24

Material Absent from the Collection

See PCCLD's *03.03.02.P1 Material Request Procedure*.

See Also

03.03.05	*Request for Reconsideration of Library Resources*
03.03.05.F1	*Request for Reconsideration of Library Resources Form*

PUEBLO CITY-COUNTY
Library District

www.pueblolibrary.org

Collection Development

03.03.05.F1 Request for Reconsideration of Library Resources Form

Please complete this form that will be used by a review committee appointed by the Executive Director of the Pueblo City-County Library District. This form must be completed in its entirety to be considered. After the Executive Director makes a determination regarding your request, you will be notified in writing of the library's decision.
Please Note:

- A resident or property owner in Pueblo County may submit up to five requests for reconsideration in a calendar year.
- Library resources will be evaluated for reconsideration only once in a two-year period. If an identical or substantially similar library resource has been reviewed in the last two years, PCCLD reserves the right to deny an additional review.
- A written request for reconsideration of a library resource is not a library user record as described in Section 24-90-119 (1). A written request for reconsideration of library resources is an open record under the "Colorado Open Records Act," Part 2 of Article 72 of this Title 24

Patron Information

Name: _____ Date: _____

Address: _____

City:_____ Zip: _____Telephone:_____

Email Address: _____

Representing: ☐Self ☐Name of organization/group: _____

Library Resource

☐ Circulating Item (book, DVD, magazine, etc.)

Title: _____

Author: _____

Publisher: _____ Date Published: _____

Did you read/listen to/watch the entire item? _____ If not, what part(s)?_____

☐ Library Program

Title: _____

Presenter: _____

Library Location: _____

Did you attend the program? _____

If not, how did you hear about the program? _____

☐ Library Exhibit or Display

Title: _____

Creator/Artist (if known): _____ Library Location: _____

Did you view the exhibit or display? _____

If not, how did you hear about the exhibit/display? _____

What do you believe is the subject of this library resource?

To what do you object? (Please be specific)

What are your recommendations concerning this library resource?

_____ _____

Customer Signature Date

Note: Send original to the Executive Director

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Reference and Information Services

03.04.01 Customer Information Services

PCCLD staff provide assistance to customers in an efficient, courteous and timely manner. Information services available include, but are not limited to: providing answers to directional or reference questions, suggesting or locating library materials and electronic resources in response to customer's stated information needs or reading interests, community referrals, and instructional services on the use of the library and library materials. All requests for information services are confidential.

PCCLD collections contain information that is organized for customer self-service and research. The library staff will provide information retrieval and reference support in a timely manner. Inquiries requiring in-depth research assistance may be available by appointment.

Customers will be referred to other online services and electronic databases, Interlibrary Loan, or to other libraries or agencies when information sought is not sufficiently available within PCCLD collections

The library provides a fee-based document delivery service to include copies from obituaries, microfilm, library databases or the Internet, PCCLD periodicals, and other library reference materials. A fee-based faxing service is also available at all library locations.

PCCLD seeks to provide public access by addressing citizen requests for access to PCCLD records as set forth by *C.R.S. 24-72-201 to 206 Colorado Open Records Act (CORA)*.

The library reserves the right to limit or deny information services to customers who are in violation of PCCLD's Acceptable Use and Safety Policy, United States copyright laws, or PCCLD licensing agreements.

See Also: 03.02.05 Library Fees
03.02.08 Copyright and Licensing Agreements
03.06.01 Acceptable Library Use and Safety

PUEBLO CITY-COUNTY
Library District

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Reference and Information Services

03.04.01.G1 Reference Service Guidelines

PCCLD is committed to providing Reference Services in accordance with the guidelines and best practices set by the American Library Association's (ALA), *Library's Bill of Rights*, The Reference and User Services (RUSA) section of ALA, and the Public Library Association (PLA) section of ALA. This document established guidelines to ensure consistent and high-quality reference services at PCCLD.

Reference services address customer inquiries that are received in-person, over the phone, by email, written correspondence, or through PCCLD's Ask Us Service on the PCCLD website. Reference services provided by PCCLD include the development and maintenance of research collections, research guides, finding aids, bibliographies, databases, resource lists and webpages, that customers can use independently, in-house or remotely, to satisfy their information needs in a timely and efficient manner. PCCLD provides assistance locating and using these resources, as well as readers' advisory services.

PCCLD staff strives to provide a welcoming environment for patrons to receive accurate and detailed answers to a wide range of questions. Staff seek to fulfill the informational, educational, cultural and recreational needs of our diverse community in a professional and impartial way.

General Reference Guidelines:

- Reference questions are treated confidentially.
- Given the complexity of reference work, there are no definitive time limits per interaction; the amount of time spent per query will be left to the discretion of staff. Reference appointments may be offered for in-depth research support.
- Reference questions will be responded to in the order received. In cases of time restraint, priority service will be given to in person requests. All other requests will receive a response as promptly as possible.
- Library staff will conduct reference interviews to determine the needs of the library user. Staff strive to proactively anticipate patron needs and accompany patrons to locate materials if desired.

- Staff will rely upon information from reputable sources in order to give the most accurate and authoritative answers to questions and will cite the source of answers to the best of their ability.
- Staff promote information literacy and show users how to search for and evaluate information whenever possible. Library staff will assist customers requesting information to complete assignment. Assistance will focus on instruction in using library materials and resources, rather than only supplying answers.
- Library staff will assist patrons with accessing online forms and applications, but are not permitted to type or enter personal information for patrons.

PCCLD reference services do not include:

- provision of medical, legal, copyright, financial or tax advice
- referral to individual practitioners (physicians, attorneys, mental health professionals, etc.)
- appraisal of books, art, antiques or collectibles
- personal analyses, interpretations or judgements regarding the merit of literary works
- editorial or translation services
- patent or trademark assistance (PCCLD is not a designated Patent and Trademark Center)

Customer service staff are the first point of contact for in-person reference and phone inquiries. They will make decisions on whether or not they can answer an inquiry in a timely manner, or if they need to refer the customer to another service within the library. Referrals may be forwarded to other departments or branch locations for assistance with in-depth or specialized inquiries which include but are not limited to: database and library resource inquiries, research support, homebound assistance, adult education, makerspace services, program inquiries, local history and genealogy research, meeting room information, and community referrals.

Periods of high request volume may result in longer wait time response. Reference requests will be addressed in the order in which they are received. Ask Us inquiries will be checked and responses will be sent on a daily basis. When the Reference Librarian is not available, Ask Us inquiries will be fielded by other professional staff in the User Services Department.

Reference services are also available internally to other library staff and departments upon request/need. This includes providing information literacy skills assistance, resource information help, database literacy, reference interview skills/practice, etc.

PUEBLO CITY-COUNTY
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03.04.01.G2 Guidelines for Reference Requests from Incarcerated Individuals

1. PCCLD staff works collaboratively with the librarians and library staff at correctional institutions to fulfill reference requests from the patrons that they serve. These transactions may be completed in person, via email or by phone.

2. PCCLD accepts reference requests directly from incarcerated individuals through mail correspondence. All reference requests from incarcerated individuals will be forwarded to the reference librarian.

3. PCCLD will not accept reference inquiries by phone from correctional institutions.

4. The reference librarian or their designees will respond to inmate reference requests via mail within ten business days.

5. Pending the reference request, the reference librarian may send a maximum of 10 pages of black and white copies free of charge. The reference librarian may also recommend other resources available from PCCLD that may be accessed through Interlibrary Loan services at their correctional facility.

6. The reference librarian is expected to exercise professional judgement when making a determination about the information to send in response to a reference inquiry. Please note that the Colorado Department of Corrections practices their own censoring procedures and guidelines for mail, to include library resources and materials. PCCLD will adhere to the following guidelines when responding to reference requests from incarcerated individuals:
    a. PCCLD will NOT send pictures or any information pertaining to, or of children/minors.

b. PCCLD will NOT send pictures from social media accounts, and materials/resources of a pornographic and/or sexual nature. Staff responding to correspondence may use their judgment in some cases (I.E. Fine Art, tattoo artists/tattoo art), and if there is ever a question, staff should get guidance before making a decision on what to send to the individual from a superior or the Reference Librarian.

c. PCCLD can mail correspondence to incarcerated individuals ONLY. The Library will not be sending correspondence to third party entities on behalf of the incarcerated individual

d. When addressing correspondence, include the incarcerated individual's full name and DOC #.

e. Do not sign any correspondence with any staff member's full name. An example of an appropriate sign-off would be, "Sincerely, Pueblo City-County Library District". Do not include any personal information about any PCCLD staff.

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03.04.01.P1 Colorado Talking Book Library

The Colorado Talking Book Library (CTBL) is maintained by the Colorado State Library (CSL), which is part of the Colorado Department of Education (CDE). CTBL provides free audiobooks, Braille, and large print books to individuals in Colorado who have difficulty reading standard print due to visual or physical limitations. It operates as part of a national network partnering with the Library of Congress, specifically the National Library Service for the Blind and Print Disabled (NLS).The Colorado Talking Book Library (CTBL) provides postage-free recorded, braille, and large print library materials to eligible residents in Colorado. CTBL is part of a national network of libraries that partner with The Library of Congress to deliver services to the print-disabled.

Customers are required to complete an application for this service. PCCLD library staff will provide information and application assistance to anyone who may meet any of the following eligibility requirements:

- you are legally blind;
- your vision in the better eye is 20/200 or less with corrective lenses or your widest diameter of visual field is no greater than 20 degrees;
- you cannot see well enough or focus long enough to read standard print, though you wear glasses to correct your vision;
- you are unable to handle print books or turn pages
- you are certified as having a learning disability, due to an organic dysfunction, that is severe enough to prevent you from reading in the usual manner
- your disability may be permanent or temporary.

The application must be signed by a certifying authority. There is no charge to register for this service and the equipment and materials are delivered to the customer at no charge.

Application forms are also available online: https://myctbl.cde.state.co.us/

Current information and further assistance can be obtained by contacting the Colorado Talking Book Library at 1-800-685-2136 or ctbl.info@cde.state.co.us

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Reference and Information Services

03.04.01.P2 Procedures for Citizen Access to PCCLD Records

These procedures provide guidelines for responding to requests from members of the public for copies of records used in the exercise of functions required or authorized by law or involving the receipt or expenditure of public funds. PCCLD seeks to promote access by the public to information and data regarding PCCLD and to ensure that all information released is valid, reliable, accurate and constructively useful.

The Executive Director is the official custodian of records ("Custodian") related to the operation of PCCLD. In accordance with the Colorado Open Records Act, Title 24, Article 72, Part 2, C.R.S. ("CORA"), the Custodian may make such rules with reference to the inspection of such records as are reasonably necessary for the protection of such records and the prevention of unnecessary interference with the regular discharge of duties of the Custodian.

Procedures

All CORA requests must be submitted to the Executive Director using *03.04.01.F1 Colorado Open Records Act (CORA) Request Form.* This form is available on PCCLD's website and may also be obtained from library staff. PCCLD must respond to any CORA request within three business days, beginning on the first business day after the request is received. This period may be extended upon determination by the Custodian that extenuating circumstances exist. An extension shall not normally exceed seven working days. The requestor shall be notified of the extension within the three-day period.

Requests for appointments to review public records may be made in person, by telephone, or in writing. Parties requesting inspection must personally appear at the location in which the requested documents are normally housed or at any other location designated by the custodian of said records, and such appearance must be made at the appointed time. In exceptional circumstances, the custodian may exercise his or her discretion in making other arrangements for review or inspection of public records.

No person shall be permitted to inspect or copy any records of the District if, in the opinion of the Official Custodian after consultation with the District's legal counsel, such inspection or copying would come within the prohibition of one or more exemptions set forth in CORA

Fees

- **Copy Charges**: If a person wishes to be given copies of any public records, a reasonable copy charge of $0.25 per page will be payable upon delivery of the documents.

- **Research and Retrieval Fees:** When the location or existence of specific documents must be researched and the documents must be retrieved, sorted or reviewed for applicability to the request, and such process requires more than one (1) hour of staff time, the Custodian may charge a research and retrieval fee not to exceed forty one dollars and thirty seven cents ($41.37) per hour, or the maximum amount allowed by the Executive Committee of the State Legislative Council, whichever is greater (the "Research and Retrieval Fee").

- **Transmission Fees:** The cost for transmitting the requested records will be charged at the actual cost of such delivery (the "Transmission Fee"). Postage will be charged for any requests sent via postal mail. Transmission Fees will not be charged for transmitting any record via electronic mail, when requested.

- **Privilege Fees:** If any requested records are protected by a privilege (for example, but not limited to, the work product or attorney-client privileges) the District may charge the actual costs of creating a privilege log identifying the privileged records (the "Privilege Fee"). If legal assistance or review is necessary to create the privilege log, the Privilege Fee may include the actual costs for such legal assistance.

- **Fee Deposits:** If the estimated Fees to produce the records will exceed $50, the District may require a fifty (50%) percent deposit of the estimated Fees prior to commencing work to produce the records. Payment of the remainder of the Fees, including all actual costs exceeding the estimated amount, must be made prior to the time of inspection or release of the final work product or copies.

Requests for Personnel, Employment Records and Salary Information

The Human Resources Director shall serve as the Custodian of any records related to personnel, employment records and salaries. Response to telephonic requests for personnel or individual salary information will be granted only with the salary range of the position in question.

Should information be requested on specific salary levels for specific employees, the request must be made to the Director of Human Resources in writing. Once such a request is received the Human Resources Director will endeavor to send a response to the inquiry within three working days of the receipt of the initial request.

Employee personnel files are exempt from inspection other than those items excluded in C.R.S. 24-72-202. Upon written request to inspect a personnel file, the Human Resources Director will make an appointment, and arrangements for the inspection within three working days for said inspection. Material that is considered confidential under various laws will be withheld from inspection. Inspection may be conducted in a private office, with a designated member of the library staff present. No photocopies may be taken of employee personnel files or material contained therein.

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Reference and Information Services

03.04.01.F1 Colorado Open Records Act (CORA) Request Form

Requester Information:

Name: _____ Date: _____

Organization (if applicable): _____

Address: _____

Phone: _____ Email: _____

Description of Records Requested: (Please describe the records with as much detail as possible, including dates, subjects, titles, or departments. Attach additional pages if necessary.)

_____

_____

I would like to receive my request by: ☐ Email ☐ Mail ☐ In-person: _____ (initial upon receipt)

Acknowledgment: I, _____ (printed name) understand that:

- PCCLD will respond within 3 business days unless extenuating circumstances exist (C.R.S. § 24-72-203).
- Fees may apply: $0.25 per page for standard copies; actual cost for larger documents; $41.37 per hour after the first free hour of staff time for research/retrieval. Postal fees will be charged for records delivered via mail.
- Some records may be withheld or redacted as required by law.

Signature: _____ Date: _____

** NOTE: All completed forms must be submitted to the Executive Director's office*

FOR OFFICE USE ONLY

Request Received by _____ Date: _____

Request Fulfilled by _____ Date: _____

Request Delivered by ☐ Email ☐ Mail ☐ In-person

Fee Amount $ _____ Paid in ☐ Cash ☐ Check ☐ Credit Card

☐ Fee Waived ☐ Waived by _____ (Printed name)

_____ (Signature)

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Reference and Information Services

03.04.02 Local History and Genealogy Resources

PCCLD provides public access to archival manuscript collections, photographs, maps, time-based media, artifacts, rare books, genealogical resources, and reference materials at the Robert Hoag Rawlings Public Library through the Local History & Genealogy Department. These materials provide documentary evidence of the culture and history of the people of the City of Pueblo, Pueblo County, southeastern Colorado, the State of Colorado, Northern New Mexico, and the American Southwest. The genealogy collection provides resources that cover the United States, select international records, and resources that focus on Colorado and northern New Mexico.

Included in the archived collections are materials that record historical archaeological sites in Colorado. Restrictions on access to these materials are described in 03.04.02.P2 Restricted Access to Materials Pertaining to Historical Archaeological Sites in Colorado.

Access to these collections is determined by the Executive Director or their designee. Staff assistance is provided to patrons while using the collection's resources and to demonstrate proper handling and use of the materials.

See Also:

03.04.01	*Customer Information Services*
03.04.02.P1	*Use of Local History and Genealogy Resources*
03.04.02.P2	*Restricted Access to Materials Pertaining to Historical Archaeological Sites in Colorado*

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REFERENCE AND INFORMATION SERVICES

03.04.02.F1 Local History and Genealogy Gift of Material and Release Form

I herewith give, grant, assign, and convey unto the PUEBLO CITY-COUNTY LIBRARY DISTRICT, for its benefit and for such use as it may determine and direct, all my right, title, and interest in and to the material, or contents thereof, described below, together with all rights of and interests in copyright thereof, both public and private, and I warrant that I am the owner of said material, and that I have the right to use, assign, and convey them as I will.

Description of Material

Format of Material: □ Photograph □ Negative □ Manuscript □ Audio recording
□ Other (describe):_____

Description of Material: _____

_____

Subject Matter: _____

Dates related to material: _____(*e.g. date photo taken)*

Place related to material: _____

Ethnic group represented: _____

_____
Donor Printed Name

_____ _____
Donor Address Phone Number

_____ _____
Donor Signature Date

Release for Duplication of Material

I certify that I am the owner of the described material and that I release the material to the Pueblo City-County Library District for storage, publication and/or duplication. I understand that the original material will be returned to me after copies have been made within a reasonable amount of time. I warrant that I am the owner of said materials and any copyrights therein, and I license the Pueblo City-County Library District to utilize these materials as it sees fit.

Witness my hand at Pueblo, Colorado, this _____ day of _____, _____

_____
Donor / Owner Signature

Designation of Creative Commons License

I license the following works with Creative Commons licenses. I confirm that I am within my legal rights as the copyright holder to license the following works. I understand that once licensed, a Creative Commons license may not be revoked. Choose from the following licenses: CC BY; CC BY-SA; CC BY-NC; CC BY-NC-SA; CC BY-ND; CC BY-NC-ND; CC0. Find detailed descriptions of each license here, https://creativecommons.org/share-your-work/cclicenses/ .

_____
_____
_____
_____

Witness my hand at Pueblo, Colorado, this _____ day of _____, _____

_____
Donor / Owner Signature

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REFERENCE AND INFORMATION SERVICES

03.04.02.F2 Local History and Genealogy Purchase Form

Description of Material: _____

_____

Subject Matter: _____

Format of Material: ☐ Photograph ☐ Audio recording ☐ Other (describe) _____

Name of Purchaser:_____

Address:_____

Phone:_____ Email:_____

Institution Represented:_____

Materials Purchased (Give a brief description of the item)

1.

2.

3.

4.

5.

The provided materials are intended for research and reference purposes only. If planning to publish, reproduce, or distribute this material, please consult with Local History & Genealogy staff for assistance and guidance. This transaction does not constitute a license to reproduce or distribute the provided materials. The copyright and related rights status of this item(s) has not been evaluated. The use, reproduction, and/or distribution of the provided materials may be protected by copyright. Users must seek permission from the copyright owner for all uses that are not allowed by fair use and other provisions of the United States Copyright Act.

_____ _____

Signature Date

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Reference and Information Services

03.04.02.G1 Use of Materials in Special Collections

PCCLD's Special Collections contain rare and historical materials focused on genealogy and local and western history. The materials in this reference collection are to be used only in the Special Collections area of the Rawlings Public Library. Staff assistance is provided in using the collection's resources and to demonstrate how the materials are to be handled and used with proper care.

Approval of the Special Collections Supervisor or his/her designee is required for special use of the materials. Customers may be required to wear and use library supplied gloves when handling archived library materials. Other restrictions in the handling of materials may also be required.

When using materials from PCCLD's archived collections, the customer will be required to sign and date a book/material card to be retained at the Special Collections desk. Customers requesting use of the collection's archived materials may also be asked to surrender a PCCLD library card, driver's license, or photo ID to be retained at the Special Collections desk until the material has been returned.

Book/material cards will be reinserted by staff before returning materials to the library's archived Special Collections.

Owners of material who wish to donate material to PCCLD may be required to complete a *03.04.02.F1 Special Collections Gift of Material and Release Form* to release the material to PCCLD for storage, publication and/or duplication.

Customers requesting reproduction of materials such as photographs or audio-visual materials may be required to complete a *03.04.02.F2 Special Collections Purchase Form.* Fees for reproductions and document delivery services will be charged to the customer.

Policy Reference: *03.04.02 Archived Special Collections*

See Also: *03.02.05.S1 Library Fee Schedule*

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03.04.02.P1 Use of Local History and Genealogy Materials

PCCLD's Local History and Genealogy Department holds archival and reference materials that focus on the region's history and genealogy. These materials are to be used only in the Local History and Genealogy Department at the Robert Hoag Rawlings Public Library. Staff assistance is provided to provide access to the collection's resources and to demonstrate how the materials are to be handled and used with proper care.

Approval by the Local History and Genealogy Manager or their designee is required for special use of collections, which may include publishing duplications,or using materials or images in exhibitions.

Individuals or organizations who wish to donate materials to PCCLD are required to complete a *03.04.02.F1 Local History and Genealogy Gift of Material and Release Form* to transfer ownership of the materials from the individual or organization to PCCLD.Customers requesting reproduction of materials such as scans of photographs or audio-visual materials are required to complete a *03.04.02.F2 Local History and Genealogy Purchase Form.* Fees for reproductions and document delivery services will be charged to the customer in accordance with PCCLD's Library Fee Schedule.

See also:
03.04.02 Local History and Genealogy Resources
03.02.05.S1 Library Fee Schedule
03.04.02.F1 Local History and Genealogy Gift of Material and Release Form
03.04.02.F2 Local History and Genealogy Purchase Form.

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REFERENCE AND INFORMATION SERVICES

03.04.02.P2 Restricted Access to Materials Pertaining to Historical Archaeological Sites in Colorado

PCCLD's Local History and Genealogy Department holds collections that document historical archaeological sites in Colorado. Access to materials that reveal locations of cultural resources is restricted. Access to this information is governed by the History Colorado Office of Archaeology and Historic Preservation. This procedure addresses access to and use of these materials.

Customers requesting access to cultural resource information held by PCCLD that contains information covered in the History Colorado Office of Archaeology and Historic Preservation's *Dissemination of Cultural Resource Information* document will be referred to the Colorado Historical Society Office of Archaeology and Historic Preservation (OAHP) to have their qualifications reviewed. PCCLD staff will provide OAHP with information about the request, to include the materials requested and researcher identification and qualifications.

In compliance with OAHP policy and procedures, each customer must also complete the following forms that are provided by OAHP: File Access Request, Forms, Documents or maps requested, User Agreement. All forms will be permanently kept on file by PCCLD following customer use.

See also: *03.04.02 Local History and Genealogy Resources*
03.04.02.P1 Use of Local History and Genealogy Materials

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Access and Use of Facilities

03.04.03 Library Outreach Services

The purpose of the Library Outreach Policy is to establish guidelines for how PCCLD provides services beyond traditional branch locations. The goal of outreach is to deliver information, programs, and services to community members who are underserved due to physical, socio-economic, transportation, or geographic barriers. Through outreach services, PCCLD also promotes library facilities, services and resources to increase use and to expand library access to new users who normally do not come in contact with the library.

Library outreach encompasses proactive strategies, services, and endeavors aimed at engaging and serving all county residents, to ensure fair and equitable access to information, resources, and services. It involves recognizing, advocating, and providing customized services for diverse demographics, promoting community involvement, and adjusting to changing landscapes to address evolving community needs efficiently. Outreach efforts vary in intensity and scope, ranging from informal communication and promotional activities to comprehensive, structured programs.

Outreach services are an extension of Pueblo City-County Library District. All policies governing PCCLD apply equally to outreach activities.

See Also:

03.04.01	*Customer Information Services*
03.07.01	*Library Programs and Events*
03.07.02	*Public Relations*

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Access and use of Facilities

03.04.03.G1 Library Outreach Guidelines

Outreach will be provided across Pueblo County and may include the delivery of collection materials, services and programs, and information related to library resources to locations beyond the physical library.

Outreach services will be provided based on available resources, including staff time. Library staff will participate in outreach events that are free and open to the public unless otherwise determined to be appropriate to attend. Outreach activities must align with PCCLDs mission, as well as all other criteria guiding outreach participation. Library staff reserve the right to cancel or modify outreach activities when concerns arise regarding the safety of staff or participants, when outreach goals no longer align, or when anticipated participation levels are insufficient to justify the time and resources required.

Recurring or newly established outreach services conducted in partnership with local businesses or organizations may require the completion of an Outreach Services Partner Agreement. Communication with outreach partners will occur on a regular basis to ensure goals for outreach service are clearly articulated and satisfactory to all parties.

Community partners, organizations and schools may request outreach support from PCCLD using a webform available at www.pueblolibrary.org. The outreach request webform must be submitted at least two weeks in advance of the requested outreach date. A library staff member will respond within two business days.

In instances when outreach services or activities are scheduled to take place outdoors and there is inclement weather or unforeseen circumstances, staff will follow PCCLD's emergency procedures and will work with leadership to determine if the event should continue, be relocated, rescheduled or cancelled. Staff and patron safety take precedence over program delivery.

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Access and Use of Facilities

03.05.01 Meeting Room Use

PCCLD provides public access to event spaces, meeting rooms and study rooms on a reservation and first come-first served basis. These rooms are designed to offer accommodations for educational, informational, cultural, recreational and civic functions of the community in Pueblo County. The provision of public meeting rooms is one of many methods used to provide access to ideas representing all points of view on all subjects and to create welcoming spaces where all are free to explore and connect. Fees may be charged for use of event spaces and meeting rooms by the public.

The use of meeting rooms at each library will be governed by guidelines that will be administered by the Executive Director or their designee. Guidelines may vary among buildings as well as for different event and meeting spaces within each building. Users must comply with all stated guidelines and PCCLD reserves the right to revoke use privileges at any time.

- **Priorities**
  - PCCLD allows use of library event spaces, meeting and study rooms by the community when those facilities are not needed for PCCLD administrative use, activities sponsored by the Library in whole or in part, and when such use does not disrupt PCCLD programs and activities.
  - Such permission is revocable and does not constitute a lease. PCCLD reserves the right to deny applications for use based on the availability of space or staff, frequency of use, or as deemed necessary by PCCLD's Executive Director or their designee.
  - Library programs and library sponsored events will have priority and may lead to cancellation of public reservations if necessary.

- **Endorsement**
  - Permission to use an event space, meeting or study room does not imply an endorsement of the aims, policies or activities of any group or organization by PCCLD, nor the viewpoints expressed by participants in programs.
  - No advertisements or announcements implying such an endorsement are permitted. However, PCCLD may elect to provide notification to the general public about a group's meeting or activity.

For-profit activities are not permitted within event spaces, meeting or study rooms. PCCLD supports local authors and their efforts to connect with readers. The Library therefore permits authors to sell their books within meeting rooms during literacy-based programs or author events. No other merchandise may be sold. Payment transactions are the sole responsibility of the meeting host or presenter and money will not be accepted by library staff. Sales tax and compliance with laws governing the private sale of goods is the responsibility of the author, not the library district.

- **Equal Opportunity**
  - Activities taking place in event spaces, meeting and study rooms must not be closed to any person due to age, gender identity, race, religion, national origin, ability or any other legally protected category.
  - PCCLD encourages all groups to use our facilities. If the meeting or event is not advertised as being "open to the public," groups using the event spaces, meeting or study rooms have the right to limit attendance, with the exception of legally protected categories. Library staff cannot be expected to enforce or ensure the privacy of any meeting or event.

- **Liability**
  - All organizations or groups shall indemnify, defend and hold harmless PCCLD, its officers, agents and employees from and against any and all claims, suits, actions of any kind, resulting from any negligent act, omission or error of the user which results in personal injuries, or property damage arising from an individual's or group's use of a library event space, meeting or study room.
  - The reservation holder and/or organization will be jointly and separately liable for any breakage, damage or theft of any library property caused by members of guests of the group of organization. Liability includes all applicable court costs and attorney fees.
  - The Library, its employees and Trustees do not assume responsibility for personal injury, damage or loss of personal property during the applicant use of event spaces, meeting or study rooms.
  - All activities and programs conducted in PCCLD's libraries must comply with all federal, state and local laws and are subject to PCCLD's rules, regulations and Code of Conduct. Groups or organizations failing to comply with any part of this policy or established meeting room guidelines may be denied further use of PCCLD event spaces, meeting or study rooms. The use of a library event space, meeting or study room signifies acceptance of the terms of this policy.

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Access and use of Facilities

03.05.01.G1 Meeting Room Use Guidelines

1. Reservations, Scheduling and Responsibilities

- Public requests for the use of meeting and study rooms can be made
  - on the library's website
  - by contacting library staff via phone or email at the desired library location
  - in person at the desired library location
- Reservations for the Ryals Grand Event Space may be made by contacting the Events Coordinator at (719) 553-0202 or by visiting www.pueblolibrary.org/RyalsRequests. Reservations for this space must be made at least two weeks prior to the date of the event.
- Reservations for Sunday use of branch meeting rooms must be made at least two weeks in advance. All other branch meeting room reservations must be made at least one week in advance. Same-day reservations and walk-ins are permitted for study rooms.
- Reservations must be made by persons 18 years or older and an adult must be present during the scheduled meeting or event.
- Beginning December 1st each year, public reservations will be taken for the following year on a 3-month rolling schedule. Public reservations are permitted once per month per library. Requests for additional reservations will be reviewed on a case by case basis and require approval from the manager or their designee. Recurring meeting and study room reservations are permitted; however, prior use of library meeting rooms shall not automatically entitle patrons to future use and no users should assume that a library meeting room may be considered a permanent location for their activities.
- Private parties, celebrations and receptions are limited to the Ryals Grand Event Space and designated meeting rooms across the district. These reservations are not complete without a signed contract and payment of a refundable cleaning fee deposit.

- Fees may be charged for the use of the Ryals Grand Event Space and for meeting room cleaning deposits. All meeting room cleaning fee deposits and signed contracts are due within one week after making a reservation. . Payment may be made by cash, check or credit/debit card (at limited locations).
- Reservations must take place during normal library operating hours with the exception of the Ryals Grand Event Space designated branch meeting rooms, pending approval from the manager or their designee. Arrangements must be made at least two weeks in advance for early entry,after-hours, and Sunday events. These bookings require security staffing and associated fees. Time for setup and clean up must be included in all reservations. The public will not have access to reserved spaces until the start time of their reservation and must be vacated by the end of the reservation time.
- Reservations will not be held beyond 15 minutes of the group's scheduled start time. Rooms must be cleared and cleaned up prior to the building closing time.
- PCCLD does not provide technical support. Reservation holders will receive instructions for A/V use prior to their meeting or event and have the option to schedule a meeting with PCCLD staff for additional training and/or equipment testing prior to the meeting or event. A/V may not be available at all locations during after-hours use.
- The person who makes the room reservation shall be the contact person unless specified otherwise. If using a designee, that person must be identified at the time of booking. These individuals shall be the only people authorized to make changes and cancellations to the reservation. The contact person or designee must be present for the reservation.

2. Cancellations

- Cancellations will only be accepted from the person who placed the reservation.
- PCCLD reserves the right to cancel any reservation due to unforeseen circumstances such as building or weather-related emergencies.
- PCCLD reserves the right to stop meetings or events that are disruptive to normal library operations or programming.
- Cancellation for event spaces and meeting rooms should be made a minimum of 48 hours before the reservation start time. Failure to comply may result in loss of the meeting room deposit and loss of future access to library event spaces and meeting rooms. Notice of cancellation must be made to the branch library where the reservation is scheduled.
- If a cancellation for the Ryals Grand Event Space is made less than 48 hours before the event, PCCLD will retain the cleaning deposit fee. If cancellation is made less than 24 hours before the event, PCCLD will keep the rental and cleaning deposit fee.

3. Use/Care of Facilities and Equipment

- It is the user's responsibility to leave the room in the condition in which they found it and return furniture to its standard configuration. Users must remove all leftover food, containers, beverages and all other personal or group-owned items. Patrons are responsible for cleaning the room after each use, to include: depositing all trash in provided receptacles or dumpsters if available, cleaning up any spills, spot-vacuuming the carpet and wiping down tables and chairs. Failure to comply with these guidelines may result in retention of the refundable cleaning fee.
- Any damage done to room, property and/or equipment may result in recovery charges to cover the cost of cleaning and repairs. If unpaid, this balance will be submitted to a collection agency.
- PCCLD nor its employees will handle, care for or act as custodian of any equipment or property before, during or after a meeting or event. Advance and overnight storage is prohibited and exceptions must be approved by the branch manager or their designee. Meeting room users take full responsibility for their own belongings.
- Fire code - No open flames are allowed inside the Library. This means NO candles. No flames are allowed outside within 25 feet of the library building. This includes cigarettes and barbeque grills. Do not block fire exits. Sterno canisters may be permitted in the Ryals Grand Event Space for use with catered buffets. Fire extinguishers are provided in all meeting rooms.
- A refundable cleaning deposit is required for any events that will use decorations. Decorations may only be hung using library-supplied tape. No other adhesives, staples, nails or tacks may be used. No decorations may be hung from the ceiling. Library staff are not available to assist in bringing in or taking out decorations or materials from private functions. All decorations and tape must be removed from the room at the end of the event. Any damage to the meeting room from decorations will result in loss of the cleaning deposit. Additional prohibited items include bird seed, confetti, and glitter..
- Balconies (Ryals and Brett Kelly B only) - Individuals may request access to balconies at the time when the reservation is made and when the rental agreement is signed. Use of balconies requires strict adherence to PCCLD's Code of Conduct and safety guidelines. The use of balconies can be withheld at the library's discretion at any time. Weather may prohibit use of balconies and is also subject to the library's oversight (examples: high winds, electrical storms, rainstorms, snow, etc.). Nothing should be thrown over the balcony walls at any time. Only designated furniture or items approved by the library in advance may be taken outside onto the balconies. Reservation holders are required to keep the exterior balcony doors closed to maintain proper interior temperatures. A security guard or event staff must be present anytime the balconies are in use and it is the reservation holder's responsibility to pay in advance for security guard fees.
- Assistive listening systems are available in all library meeting rooms.. Requests for assistive listening equipment or additional ADA accommodations can be requested with one week's advance notice by calling (719) 562-5648 or by emailing accessibility@pueblolibrary.org.

4. Food, Refreshments and Alcohol

- Food - Light refreshments and pre-packaged snacks may be served in all meeting rooms. No food preparation is allowed onsite. Catered meals/buffets may only be served in the Ryals Grand Event Space and designated branch meeting rooms. Food service requires payment of a refundable cleaning deposit.
- Catering - PCCLD recommends that only prepackaged food items and food prepared by a licensed vendor and/or in a commercial kitchen be provided for consumption. PCCLD library assumes no responsibility or liability for illness or injury associated with consumption of food that is not pre-packaged or prepared by a licensed caterer or commercial kitchen. The reservation holder must sign a release of liability form if they plan to serve food that is not pre-packaged or prepared by a licensed caterer or commercial kitchen. Caterers and commercial kitchens that provide food for meetings or events in library meeting rooms must be licensed with the Pueblo Department of Public Health and Environment. All food brought in by the caterer must be prepared prior to bringing it into event spaces and may not be cooked onsite. The reservation holder is responsible for all arrangements with the caterer. The caterer/host is responsible for providing everything needed for the event other than tables and chairs (linens, tableware, serving utensils, water carafes, glasses and other service items). The caterer and/or host is responsible for removal of all food and catering equipment in a timely manner following the event.
- Alcohol - Alcohol cannot be sold or served in the library, with the exception of special after-hours events hosted by PCCLD. During such events, alcohol must be served at a tended bar and PCCLD or the partnering organization or individual shall secure any required licensing from the City of Pueblo for events where alcohol will be served. Colorado State Liquor Laws require anyone who consumes alcoholic beverages to be 21 years of age or older, and that all minors under the age of 21 are prohibited from purchasing or consuming alcoholic beverages.

5. Security

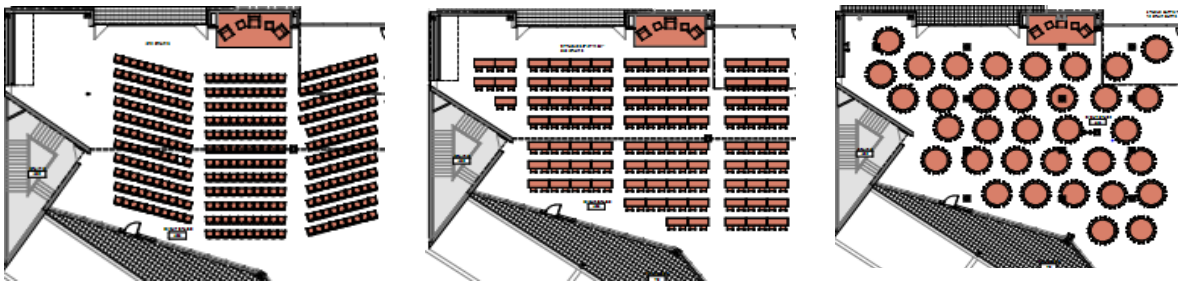
- Library-contracted event security staff are required when balconies are used and during events occurring outside regular business hours. The hourly fee for event staff security is $25 per hour per event staff. Two event staff are required for all reservations outside of regular business hours.
- Early arrivals starting at 8am for meeting rooms at the Rawlings Library are permitted without additional event staff security with one week's advance notice to the Meeting Room Coordinator. The Rawlings security guard on duty will be responsible for letting early arrivals into the building. Arrangements for early entry to meeting rooms at branch libraries must be coordinated with branch staff.
- For events occurring after hours in the Ryals Grand Event Space at Rawlings, a minimum of two event staff are required, one to remain posted at the library entrance and one on the 4th floor. One event staff is recommended for every 150 guests.

6. Restrictions

- For-profit activities are not permitted within PCCLD event spaces, meeting or study rooms. The exchange of money and/or payment of an entry fee as a condition of attendance or participation is not permitted.
- Signing of petitions is only permitted within meeting room spaces and outside of the building. No active solicitation, recruitment or impediment to library access is permitted as a result of petition-related activities
- Promotional signage materials are limited to one 8 ½ x 14" sign that may be posted on meeting room doors or windows. Any other signage is not permitted unless expressly approved by a manager or their designee. No tables, signage, or booths are allowed outside meeting rooms unless expressly approved by a manager These items encroach on public walkways and can block or hamper people from safely using our spaces.
- Only service animals and animals that are a part of library-sponsored programs are allowed in event spaces, meeting and study rooms.
- The library has the right to refuse any reservations for programs or gatherings that may be in violation of PCCLD's Rules of Conduct https://www.pueblolibrary.org/PCCLDpolicies
- Organizations may not use the name, address, or telephone number of the library for any purpose other than identify the location of a meeting or event. PCCLD should not be listed as a co-sponsor of any event without prior approval. Any promotional material should be submitted to PCCLD for review prior to distribution. It is the responsibility of the group using the event space or meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. PCCLD's Community Relations department should be notified of any anticipated media coverage. Photography within event, meeting and study rooms is permitted and the event host bears responsibility for obtaining permissions from participants to be photographed or filmed.
- Media presentations shown in event, meeting or study rooms during normal business hours must be suitable for public viewing. It is the responsibility of the presenter to abide by all media copyright and screening performance rights restrictions.
- Tables and chairs may not block room access or emergency exits.

7. Rooms and Fees

- Ryals Grand Event Space (Rawlings Library)
  - The Ryals Grand Event Space can accommodate up to 300 guests. There are three room configurations available for public use: theater seating (chairs only), classroom (rectangular tables with chairs) and banquet (round tables with chairs). Customized setups may be requested for approval by the Events Coordinator.



- All reservations must be booked with a minimum of two weeks' notice and require a signed agreement, copy of photo identification, payment, and a walk-through with staff prior to the reservation being confirmed. Charitable, governmental and educational organizations will be required to submit a copy of the organization's tax determination letter to keep on file.
- Fees for public use: $100 per hour will be charged for events and meetings. $50 per hour will be charged for setup and takedown time. A refundable cleaning deposit fee of $150 is required for all private parties, celebrations and receptions. Security fees apply to all after-hours events.
- Fees for nonprofit, governmental and educational entities: $50 per hour will be charged for events and meetings. $25 per hour will be charged for setup and takedown time. A refundable cleaning deposit fee of $150 is required for all private parties, celebrations and receptions. Security fees apply to all after-hours events.
- Sponsorship opportunities may be available for nonprofit, governmental and educational entities. Inquiries may be submitted to the Events Coordinator and require approval by the Executive Director or their designee.
- This space is available for after-hours use and requires security for any events held outside of library hours and during any bookings that have requested balcony access. Catering is permitted in this room.

Capacity	Amenities	Hourly Fee	Cleaning Deposit	Private parties	Hours Available
300	After-hours use permitted. Catering Kitchen (Refrigerator/Freezer, Food warmer, ice machine, sinks, counters, prep table), A/V (laptop, projector and sound equipment), lectern, stage	$100/hr for events $50/hr for setup/take-down Nonprofit Governmental & Educational Use: $50/hr for events $25/hr for setup & take-down A minimum of 2 security guards are required after-hours @$25 per hour, per guard	$150	Yes	Mon-Thu: 9am-9pm Fri-Sat: 9am-6pm Sundays: 1-5pm After-hours reservations require staff approval

- Meeting Rooms
  - Meeting rooms typically have A/V equipment available for public use, as well as additional amenities such as kitchenettes and whiteboards.
  - After-hours use requires approval from the manager or their designee. PCCLD Event Staff are required for after-hours events at a rate of $25/hour per event staff. Two event staff are required for all reservations outside of regular business hours.
  - Parties, celebrations and receptions are only allowed in designated rooms.
  - A refundable cleaning deposit of $50 is required for all parties and after-hours events.
  - Meeting rooms may be reserved for groups of 5 people or more.

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Barkman	Minnequa Works Credit Union Meeting Room	72	Sink, counter, coffee pot, A/V (laptop and projector), lectern, whiteboard, chairs (75), tables (21)	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require manager approval
Greenhorn	Burns Community Room	75	Serving counter (sink, counter, coffee maker), A/V (laptop, projector, BluRay/DVD player, handheld and lapel microphones), lectern, chairs (77), tables (12), folding craft tables (8)	none	$50	Yes	Mon-Thu: 10am-6:30pm Fri-Sat: 10am-5:30pm After-hours and Sundays require manager approval
Giodone	Large Community Room	60	Serving counter w/sink, A/V (laptop, projector, BluRay/DVD player, microphone), lectern, chairs (60), tables (10)	none	$50	Yes	Mon-Thu: 10am-6:30pm Fri-Sat: 10am-5:30pm After-hours and Sundays require managerapproval
Lamb	Lamb Meeting Room (lower level)	50	Serving counter (sink, counter, microwave, coffee maker), A/V (laptop, projector, microphones), lectern, chairs (40), tables (11)	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm
Lucero	DeRose Community Room	70	Serving counter (sink, counter, coffee maker), A/V (laptop, projector, BluRay/DVD player, microphone).	none	$50	Yes	Mon-Thu: 10am-6:00pm Fri-Sat: 10am-5:00pm After-hours and Sundays require manager approval

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Pueblo West	Jerry King A	50	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop, projector and sound equipment), lectern, Chairs (45), Tables (17). Maybe combined with Jerry King B for larger events.	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require managerapproval
Pueblo West	Jerry King B	50	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop, projector and sound equipment), Chairs (45), Tables (18). May be combined with Jerry King A for larger events.	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require manager approval
Pueblo West	GLFC	16	Serving Room (sink, counter, coffee maker, refrigerator), A/V (laptop and screen), Chairs (13), Tables (6).	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm After-hours and Sundays require staff approval
Pueblo West	Storyteller Room	20	No amenities, floor seating only	none	none	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm
Rawlings	Friends of the Library	32	Serving Counter w/sink, A/V (laptop, projector, microphone, virtual meeting capability) lectern, chairs 38 (32 standard, 5 extra), tables (16), ADA Accessible table upon request.	none	none	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm

Library	Room	Capacity	Amenities	Hourly Fee	Cleaning Deposit (Refundable)	Private Parties	Hours Available
Rawlings	Brett Kelly A	30	Serving counter w/sink, lectern, white board, A/V (laptop, projector, microphones), chairs (35), tables (15) ADA Accessible table upon request.	none	$50	Yes	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm
Rawlings	Brett Kelly B	30	Lectern w/tall chair, whiteboard, A/V (laptop, projector, HDMI only, microphones), chairs (35), tables (15) ADA Accessible table upon request.	none	none	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm
Rawlings	Thurston	18	Serving counter w/sink), lectern, whiteboard, A/V (smartboard and laptop), chairs (23), tables (9), ADA Accessible table upon request.	none	none	No	Mon-Thu: 9am-8:30pm Fri-Sat: 9am-5:30pm Sun: 1-4:30pm

- Study Rooms
    - Study rooms are defined as rooms that may have limited technology and that can accommodate 1-6 people at one time.
    - Study rooms may be reserved by minors at some locations and may not require an adult 18 or older to be present while the room is in use.
    - Study rooms are free of charge and do not require a cleaning deposit.
    - Study rooms may only be used during library business hours.
    - Some study rooms may be reserved online while others are available for walk-ins only.

Library	Room	Capacity	Amenities
Barkman	Study Room 1	4	Chairs (4), Table (1), Wall monitor, HDMI cable available for checkout to connect personal device
Barkman	Study Room 2	4	Chairs (4), Table (1), Wall monitor, HDMI cable available for checkout to connect personal device

Library	Room	Capacity	Amenities
Greenhorn	Study Room 1	4	Chairs (4), Table (1), whiteboard
Giodone	H.W. Houston Construction Study Room	4	Chairs (4), Table (1), whiteboard
Giodone	Voute Study Room	4	Chairs (4), Table (1), whiteboard
Lamb	Study Room	2	Table (1), chairs (2), lamp
Lucero	Junior League Study Room	4	Chairs (4), Table (1), whiteboard
Lucero	Guerrero Study Room	4	Chairs (4), Table (1), whiteboard
Pueblo West	Study Room 1	6	Chairs (6), Table (1)
Pueblo West	Study Room 2	6	Chairs (6), Table (1)
Pueblo West	Study Room 3	6	Chairs (6), Table (1)
Rawlings	Aragon/Smith Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
Rawlings	ARC of Pueblo Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Bartecci Family Room	2-3	Adult and child-sized furniture, interactive play panel for children
Rawlings	Chostner Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Potter/Tearpak Room	6	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Pueblo Day Nursery Sensory Room	2	Comfortable seating, sink, interactive play panel for children, no windows
Rawlings	Pueblo NAACP Study Room	4	Wall monitor, HDMI cable available for checkout to connect personal device
Rawlings	Stjernholm Family Room	4	Adult and child-sized furniture, interactive play panel for children

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Access and Use of Facilities

03.05.02 Bulletin Boards, Information Racks and Distribution of Free Materials

Items that publicize or promote community organizations and local events further the role of the library as the central source for civic, cultural, educational, and recreational information.

Limited display space is available in PCCLD libraries for community organizations engaged in educational, cultural, intellectual, or charitable activities to disseminate information.

- Bulletin board display space is available in PCCLD libraries for use by local governments, nonprofits, and educational and cultural institutions. The amount and type of space available will vary in each library.
- Information racks are used to distribute PCCLD brochures, flyers, calendars, maps, information sheets, etc.
- Designated handout areas are also available for the distribution of free materials.

Designated Community Relations staff and the designated library manager for each facility will approve items for posting on bulletin boards and distribution of free materials.

Campaign literature and other partisan political materials are allowed during periods before elections, but must be removed once polling begins in libraries that serve as polling locations, as governed by *Colorado Revised Statutes § 1-13-714* .

Personal notices, including notices representing a single individual's views, legal notices, and notices of a commercial nature are prohibited.

Anyone requesting district-wide distribution and/or posting must have approval from designated Community Relations staff . Approved items will be distributed and displayed as soon as possible based on available space. There is no guarantee that items approved for district-wide posting will be posted at all locations. All bulletin boards, information racks, and handout areas are checked regularly to remove outdated materials. The library reserves the right to remove any item at any time.

Distribution or posting of items by the library does not indicate endorsement of the issues, events, or services promoted by those materials.

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Access and use of Facilities

03.05.02.G1 Bulletin Board Guidelines

- Announcements and postings of non-library related or sponsored events are restricted to designated bulletin boards near the entrances of each library. Non-library related announcements posted anywhere else in the library or on the grounds will be discarded.
- All announcements and notices will be reviewed prior to their placement on bulletin boards in PCCLD libraries. Announcements placed in PCCLD libraries without review by the designated library manager or designated Community Relations staff will be discarded.
- Announcements will be arranged and displayed by library staff. The public should not remove or rearrange the position of any announcement.
- Library publications and announcements will have first priority placement. Remaining space will be provided for non-library related announcements.
- All postings are subject to space availability.
- The Library assumes no responsibility for acquiring materials, replacing them, or for providing additional information about a posted event or activity.
- Announcements may not list PCCLD as co-sponsor or list a library telephone number as a contact for information without express approval from designated Community Relations staff.
- The Library reserves the right to dispose of announcements as it sees fit and will not return announcements deemed unsuitable for posting.
- Announcements accepted for posting will be initialed and dated. They then may be discarded after one month or the date of the posted event – whichever comes first. Any items found posted without staff initials and date will be immediately discarded.

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Access and use of Facilities

03.05.02.G2 Distribution of Free Material Guidelines

1. Selection and retention of free materials for distribution and placement in PCCLD's handout areas located in each library will be at the discretion of the designated library manager for each library facility.
2. All free publications for district-wide distribution in PCCLD libraries will be reviewed by designated Community Relations staff prior to placement in designated handout areas.
3. Examples of publications for distribution in designated handout areas include:
    - Informational items produced by local government agencies
    - Informational items produced by local non-profit organizations
    - Items promoting cultural or educational community events
    - Newspapers and publications of general community interest.
4. Examples of free publications that are not acceptable include:
    - Commercial publications whose primary purpose is to generate business
    - Petitions
    - Items pertaining to sale of personal property or solicitations for employment (some exceptions are made for government entities)
    - Materials unsuitable in size or format
5. Publications will be arranged and displayed by library staff. The public should not remove or rearrange the position of any publication.
6. PCCLD libraries must approve display hardware for publications or may request hardware from the vendor if needed. Unapproved and/or unsolicited hardware will be removed.
7. Free publications will be displayed only in designated handout areas.
8. The Library assumes no responsibility for acquiring materials, replacing them, or contacting agencies to replenish publications.
9. The Library reserves the right to dispose of materials as it sees fit, and will not return materials deemed unsuitable for distribution.
10. Publishers or vendors with more than one publication must have each publication reviewed on its own merit.
11. Serial publications, once reviewed and approved, do not require separate reviews for each issue.

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Access and use of Facilities

03.05.02.G3 Campaign Literature Guidelines

In recognition of its role of supplying election information to the public and to provide information presenting all points of view on issues, PCCLD may make free campaign information tables available at all library branches. Individuals or organizations representing candidates and/or issues may leave campaign literature for the public to pick up from these campaign information tables pursuant to the following rules:

1. The responsibility for maintaining a sufficient supply of literature for public dissemination rests with the individual or organization representing the candidate or issue.
2. PCCLD shall not expend any public monies from any source, or make any contribution to urge electors to vote in favor of or against any campaign issue or candidate.
3. The sole purpose of the campaign information table is to offer the public all points of view on election matters so the public can make informed decisions when voting.
4. Any member of the general public is permitted to place campaign material on the table.
5. Political campaign material can only be displayed during the month preceding an election. Library locations that serve as a polling place must be sure that campaign materials are either over 100 feet from the polls or removed before any election activities take place.
6. A sign will be placed in a prominent place on or above the table stating that:
    - The table is being provided in fulfillment of the library's institutional mission of providing access to information.
    - Any member of the general public is permitted to place campaign material on the table.
    - The presence of election materials on the table does not constitute an endorsement of any candidate, advocacy of a yes or no vote on any ballot issue, or urging any elector to vote in favor of or against any candidate or ballot issue by PCCLD.

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Access and Use of Facilities

03.05.03 Exhibits and Displays

Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. Exhibits and displays are provided for the interest, information and enlightenment of the community and present diverse points of view. PCCLD shall consider the perspectives of marginalized groups and shall prohibit discrimination based on age, background, political or religious views, origin, disability, race, color, sex, sexual orientation, gender identity, gender expression, marital status, national origin, or ancestry. PCCLD shall not proscribe or prohibit access to exhibits or displays because of partisan or doctrinal disapproval of the exhibit or display.

All such exhibits and displays are designed and approved at the discretion of PCCLD library managers. Permission to display exhibits or materials does not imply library endorsement of content. In planning exhibits and displays, PCCLD staff seek to ensure that the library's mission to offer free and open access to information from around the world is met. The following are among the most important general criteria in making decisions around exhibits and displays:

1) Relation to library mission, annual and strategic goals, collections, resources, and programs
2) Community needs and interests
3) Availability of exhibit or display space
4) Treatment of content for intended audiences
5) Presentation quality
6) Creator, artist or author background/qualifications/authority in content area
7) Budget and staffing resources
8) Historical, social or educational significance
9) Connection to other community programs, exhibitions, or events
10) Intended experiences for targeted audiences
11) Intent to foster creativity, ingenuity, and entrepreneurship

When space is available, exhibits and displays can also be designed to showcase items of interest to the community that are not owned by the library. PCCLD may host a temporary exhibit or display of materials loaned by individuals, businesses or agencies. Prior to delivering items to a library, a lender must complete and sign a loan/exhibition agreement.

PCCLD's staff will not be involved in any potential sale of items included in an exhibit or display unless prior approval has been received from PCCLD's Executive Director or his/her designee.

See Also: *03.03.05 Request for Reconsideration of Library Resources*

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Access and use of Facilities

03.05.03.F1 Loan and Exhibition Agreement Form

100 E. Abriendo Ave.
Pueblo, CO 81004-4290

PUEBLO CITY-COUNTY
Library District

Name: _____

Address: _____

City: _____ Zip: _____ Phone: _____

Description, estimated value and condition of each item (complete reverse side):

Date item(s) loaned to PCCLD: _____ Date to be picked up: _____

Location where item(s) will be exhibited:_____

Exhibited for the period from: _____ to: _____

Are these items insured? □ Yes □ No

INDEMNITY AGREEMENT

The library will take reasonable care to ensure the safety and security of items; however, the library assumes no responsibility for loss, damage, or theft. By signing this agreement, the lender agrees to defend, protect, indemnify and hold PCCLD harmless against all claims arising from negligence or fault of the lender or any of its agents, family members, officers, volunteers, helpers, partners, organizational members or associates which arise out of the display of or damage to or loss of the loaned items listed. The lender is encouraged to obtain insurance for items of value. Items not removed by the scheduled pick up date may be removed or disposed of by PCCLD. The lender has read the guidelines for exhibits and agrees to the terms.

Lender Date

Library Representative Date

THE FOLLOWING IS TO BE SIGNED BY THE LENDER BEFORE REMOVING ITEMS

I have examined the items named above and find them to be in satisfactory condition.

Lender Date

LOAN INVENTORY SHEET

100 E. Abriendo Ave.
Pueblo, CO 81004-4290

PUEBLO CITY-COUNTY Library District

DESCRIPTION OF EACH ITEM	VALUE	CONDITION

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Access and use of Facilities

03.05.03.G1 Exhibit and Display Guidelines

Preference for exhibit and display space is given to library staff for the promotion of library exhibits, materials, events and featured district themes. Library staff may also collaborate with local artists, collectors, schools, nonprofits and other community partners to develop exhibits and displays.Exhibits that are solely for commercial purposes, including the sale of goods and services, will not be considered. Displays are changed regularly, and exhibits should be relevant for at least one month. Groups or individuals desiring to provide a display or exhibit in collaboration with PCCLD staff should contact the manager of the library facility at least two months in advance. PCCLD reserves the right to preempt any exhibit or display. Each PCCLD library manager reserves the right to determine the schedule for exhibits/displays at their location, including, duration, location and frequency. Prior to delivering items to a library, a lender must complete and sign a loan/exhibition agreement.

Exhibits and displays may not contain dangerous or hazardous materials, including but not limited to explosives, biological, or chemical material, any device that creates noise while on display, firearms, or perishable materials. The library supports free speech and the First Amendment, and exhibits therefore may not include speech that is not constitutionally protected or material that would violate election laws if the library is being used as a polling site. Items may be excluded if they are determined to be illegal or would pose a health or safety hazard to library patrons. Appropriate public agencies may be consulted as part of the decision process.

Displays should be arranged in a neat and attractive manner with printed labels that are legible. The lender, creator or artist may provide a card with their contact information for any potential sales to be conducted after the exhibit or display has been dismantled. For security and inventory reasons, staff cannot open display cases to show items to potential buyers or to permit items to be removed for sale.

The library will take reasonable care to ensure the safety and security of items displayed; however, the library assumes no responsibility for loss, damage, or theft. Exhibitors are encouraged to obtain insurance for items of value and will be required to sign a form releasing the library from liability. Items must be removed from the display case or exhibit area as scheduled. Items not removed by the scheduled pick up date may be removed or disposed of by PCCLD.

Display or exhibit of items in the library does not indicate endorsement of the issues, events, items, or services promoted by the displayed materials.

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Access and use of Facilities

03.05.03.P1 Public Art Acquisition and Display Procedure

PCCLD possesses a small, non-circulating collection of paintings, art prints and sculptures. Limited display space in PCCLD libraries is made available to create environments which are comfortable, functional and aesthetically pleasing. To this end, gifts of works of art are welcome and may be accepted under the conditions established by PCCLD's Gifts of Materials Policy. From time to time, PCCLD may also purchase works of art to enhance its facilities.

PCCLD's Executive Director is authorized to accept works of art that meet established selection criteria. Gifts that do not meet the criteria will not be added to the Library's public art collection. Decisions on where and when donated or purchased public art may be displayed in a PCCLD facility will be made by the Executive Director, or their designee.

The Executive Director, at their discretion, may establish a committee to evaluate the acquisition of public art. This committee will be composed of a combination of persons from the community with expertise in art and persons who know and understand the Library environment. The committee may include library staff, representatives from the PCCLD Board of Trustees, working professional artists or other community members who are knowledgeable about art.

The Library will take reasonable care to maintain works of art in a manner that will preserve their value.

When accepting a work of art, the Library reserves the right to:

- Refuse any work of art offered for sale or as a gift
- Exhibit any donated object in a manner that is consistent with its policies, needs and available space. Acceptance of an object does not imply that it will be on permanent public display
- Move and relocate art work for any reason it deems necessary
- Dispose and sell a work of art upon approval of the PCCLD Board of Trustees.

Established Selection Criteria

- Quality: The art should have a standard of quality suitable for long term location in a public building.
- Style and nature: The art should be appropriate in scale, material, form and content for the library environment.

- Elements of design: Public art may have other functions besides aesthetic enjoyment. For example, a work of art may establish a focal point, modify, or enhance a space or identify a building function. The work of art should complement the building and its purpose.
- Durability: Works of art will be examined for durability taking the library environment into consideration. Extremely fragile items or those that are particularly attractive to vandalism are not appropriate for the Library setting.
- Maintenance costs. Whether selecting a work of art to purchase or determining if a gift may be accepted, the Library will take into consideration the cost of maintaining it over time. Start-up and ongoing costs for cleaning, mounting, and insurance will be considered.
- Public liability: Works will not be selected or accepted that create unsafe conditions or contain other factors that may impact on public liability.
- Conditions of acceptance: In the case of gifts or donations, the donor's conditions may affect whether or not the gift will be accepted.

See Also: *03.03.04 Gifts of Materials*
03.03.05 Request for Reconsideration of Library Resources

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Access and Use of Facilities

03.05.04 Solicitations and Fundraising

Fundraising inside PCCLD libraries and outside of library meeting rooms is limited to efforts conducted under the auspices, permission and sponsorship of PCCLD.

Disruptions of library use and services can be caused by the unauthorized sale of tickets or goods and services and requests for fundraising contributions on PCCLD's premises. The purpose of this policy is to regulate when such activities can be authorized.

All sales of tickets or goods and services in PCCLD libraries outside of meeting rooms shall be sold for the primary benefit of PCCLD and/or must be preapproved by PCCLD's Executive Director or by his/her designee. Other kinds of solicitations such as vending, peddling and product sampling or entreating library customers or staff to make a contribution is also not allowed in PCCLD libraries outside of library meeting rooms without the prior approval of the Executive Director or his/her designee.

***See also*:**

03.05.01	*Meeting Room Use*
03.05.01.G1	*Meeting Room Use Guidelines*
02.09.12	*Solicitation (Employee Guidelines)*

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Access and use of Facilities

03.05.04.G1 Solicitations and Fundraising Guidelines

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Guidelines:
PCCLD is funded primarily by local property tax revenues and must approach the decision to solicit funds with discretion. In general, the solicitation of funds should meet library purposes such as to fund a library construction project or to expand library collections or services and other supporting activities.

Most of the ongoing activities of PCCLD are supported through the library operating budget. Occasionally, however, a library manager or supervisor may want to seek additional funds to underwrite library projects. All solicitations and fundraising efforts, including grant applications, must be approved by PCCLD's Executive Director or his/her designee prior to any action by the library manager or supervisor.

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Access and Use of Facilities

03.05.05 Free Speech Activities

PCCLD respects, values and supports the constitutional right of free speech. Library property may be used by members of the public for free speech activity. Such activities must follow the library's regulations as a limited public forum with regard to time, place and manner of use as described in this policy. The following policy is for the express purpose of maintaining orderly management and control of PCCLD grounds to create a safe, respectful and appropriate environment for all patrons.

Leaflets, Petitions and Surveys
The following free speech activities are prohibited inside PCCLD facilities, but may be permitted outside on library property or on public sidewalks. These activities must remain a minimum of 25 feet from all public entrances and must not disrupt library activities and access, nor violate library rules of conduct.

1) Distribution of non-library leaflets, flyers or other written publications
2) Distribution and circulation of petitions to collect signatures
3) Surveys of public opinion

The presence of these activities on library property do not constitute PCCLD's endorsement of the policies, beliefs or political affiliations of any person or group.

Polling and Electioneering
The Pueblo County Clerk and Recorder Department has designated some PCCLD libraries as temporary polling and ballot drop-off locations. During the election season all state and local statutes regarding electioneering and polling locations apply to these designated libraries. Electioneering may not take place within 100 feet of library facilities and ballot boxes at designated polling locations. All yard signs, other than those produced by the library are prohibited on PCCLD property and will be removed and disposed of by library staff.

Right to Assemble

Under the United States and Colorado Constitutions, people have the right to assemble for the common good on public property. PCCLD affirms and is committed to the rights of citizens to engage in free speech and to assemble in groups for peaceful purposes. As a limited public forum, PCCLD has the right to control the time, place and manner of such gatherings. People may peacefully assemble in groups on any PCCLD property for the purposes of public discourse during library hours of operation, no closer than 100 feet from the main entrance. Areas for assembly have been designated at each library location and will be clearly marked, as needed. Gatherings shall not impede motor vehicle or pedestrian traffic, disrupt normal library operations or activities and must not endanger persons or property. All PCCLD policies and rules of conduct must be upheld.

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Access and Use of Facilities

03.05.06 Partnerships and Sponsorships

PCCLD partners with institutions or accepts sponsorships when doing so benefits PCCLD. Partnerships are considered to be long-term cooperating alliances between PCCLD and one or more institutions with specific responsibilities and outcomes assigned to each partner. Sponsorships are considered as a means for institutions to support specific library projects, services, or programs and are short-term. All partnerships and sponsorships will be structured to protect PCCLD's public trust, enhance its reputation, and support its mission and strategic goals.

Each opportunity will be evaluated by the PCCLD Executive Director or his/her designee to determine the costs and benefits. Based on the scope of the partnership or sponsorship, the Executive Director will determine whether a formal written agreement is required. The Executive Director may enter into written agreements. All written agreements that cost PCCLD $25,000 or more per year shall require approval by PCCLD's Board of Trustees. The Executive Director is responsible for communicating each written agreement to the PCCLD Board of Trustees. In determining whether a written agreement is required, consideration will be given to financial cost, duration, public visibility, branding implications, data sharing, and operational impact.

The mission and policies of potential partners and sponsors must be compatible with PCCLD's mission and policies. PCCLD may cancel a partnership or sponsorship agreement at any time if the partnering or sponsoring institution uses the library's name without prior consent or if the partner or sponsor's mission changes substantially in a manner that becomes incompatible with PCCLD's mission and image. All uses of PCCLD's name, logo, or brand assets must receive prior approval and adhere to PCCLD branding and communication guidelines. Recognition and promotional benefits for sponsors will be proportionate to the level of support and defined in writing.

Public communications related to partnerships and sponsorships, including announcements, media engagements, and promotional materials, will be coordinated by designated Community Relations staff.

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Access and use of Facilities

03.05.06.G1 Express Library Guidelines

The primary role of PCCLD's express libraries is to provide access to books, information and programming that supports community needs and interests. This document identifies the locations of these collections and provides general guidance governing these services.

Express libraries are for the enrichment of community members. An agreement between PCCLD and each partnering organization governs the operation of any PCCLD express library located within a partner location or facility

Colorado State University - Pueblo
Library and Academic Resource Center (LARC)
2200 Bonforte Blvd.
Pueblo, CO 81001

Pueblo Community College
Academic Building (AB)
900 W. Orman Ave.
Pueblo, CO 81004

The hours of each express library are established based on available library resources and schedules dictated by each partnering organization.

Policy Reference: *03.05.06* *Partnerships and Sponsorships*

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Access and Use of Facilities

03.05.07 Naming Library Facilities, Rooms or Grounds

The Board of Trustees must approve naming library facilities, rooms or grounds for an individual and/or organization that has made a significant contribution, not limited to financial contribution, to PCCLD.

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Access and Use of Facilities

03.05.08 Photography and Filming Policy

Public library facilities and grounds are defined as limited public forums, subject to reasonable time, place and manner restrictions. Members of the general public are permitted to take photos or film for personal, non-commercial use in open, public areas of the library to the extent that they do not interfere with the mission of the Pueblo City-County Library District (PCCLD), do not impede the delivery of library services, and do not infringe on the privacy rights of the library's patrons and staff in conformance with C.R.S. §24-90-119. Examples of such areas include service desks, lobbies, library cafes, shared gathering areas, in public programs and other common spaces. Filming is not permitted in spaces where there are reasonable expectations of privacy such as computer areas, in stacks where collections are shelved, near checkout kiosks, restrooms and staff-only designated areas, All parties involved in filming and photography are expected to follow the Customer Code of Conduct.

It is the desire of the library to preserve the right of all people to use library facilities and to protect First Amendment rights. PCCLD may limit filming and photography on library property to ensure the right of patrons to acquire information freely and confidentially without scrutiny, intimidation, or distraction by others. Library staff reserve the right to ask any individual or group to cease taking photos or filming when it appears to compromise public or staff safety, security or interfere with library operations. Photographers and videographers are asked to be respectful and refrain from disturbing other library users and staff, and as courtesy seek permission from others to be photographed or filmed.

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Access and use of Facilities

03.05.08.G1 Photography and Filming Guidelines

1) Amateur Photography and Filming
1. Casual amateur photography or filming is permitted at PCCLD libraries in common public areas
2. The use of additional equipment such as lighting or tripods is prohibited without prior authorization by the Executive Director, the Associate Director of Public Services or their designee.
3. Photography and recording of private events may only be done with the permission of event hosts.

2) News Media Photography and Filming
1. PCCLD requests that news media notify the Executive Director of Library Foundation and Strategic Initiatives or their designee prior to photographing or filming inside PCCLD libraries.
2. News media reporters covering non-library events and meetings must receive authorization from the presenting group, organization or individual and must notify the Community Relations Office that this authorization has been received.

3) Documentary-type Photography and Filming for Publication or Broadcast
1. PCCLD permits photography and filming of its premises when the use of the photographs or film involves the library directly to include, but not limited to: books, articles, library-sponsored meetings and events, videos about PCCLD or publications to support tourism.
2. Individuals photographing or filming for documentary purposes must seek prior authorization from the Executive Director, the Associate Director of Public Services or their designee.
3. Photography and filming on PCCLD property does not connote library endorsement of the content or message.

4) Commercial Photography
1. Permission to conduct professional photography or filming must be obtained from the Executive Director, the Associate Director of Public Services or their designee. This includes but is not limited to model photography, portraiture, senior pictures or advertising goods/services unrelated to the library for commercial sale or promotion.
2. Photography on PCCLD property does not connote library endorsement of the content or message.

5) Film Industry Use of Library Property

1. Use of PCCLD facilities is permitted if the project does not interfere with the mission or operations of the library and avoids using library facilities to yield a profit.
2. Such projects require the approval of the Executive Director, the Associate Director of Public Services or their designee, with all details coordinated in advance with Library Administration and Security.
3. Filming on PCCLD property does not connote library endorsement of the content or message.

6) Photography and Filming During Library Programs or Events

1. Staff may document any activity on behalf of the library through photography and filming. A notice will be posted in each meeting room/event space notifying adult attendees that photography or filming may occur and participants consent to being photographed or filmed for promotional purposes unless staff is notified otherwise. At the beginning of library sponsored events a staff member must also verbally make this announcement. It is the responsibility of attendees to notify staff if they do not give consent to be photographed or filmed. Written permission is not required for staff to take photos or videos of crowds during library sponsored events. As a courtesy, staff should first get verbal consent if photographing or filming one adult or small group of adults attending a public program.
2. PCCLD reserves the right to use photographs or film recordings taken at any branch library for library purposes, including digital or print marketing, as well as any other communication format related to the support of PCCLD's services and mission.
3. A signed waiver must be obtained from a parent/guardian granting permission for staff to photograph or film minors whose faces are identifiable while visiting the library and/or participating in a library program or event.

7) Photography and Filming for Groups and Non-Library Events in Meeting Rooms

1. Groups, organizations or individuals holding meetings or events in PCCLD's meeting rooms may arrange for news media, photography or filming during their event.
2. Photography and filming during such events requires the permission of the event host and are restricted to the space reserved for the meeting or event. Individuals taking pictures or filming without permission may be asked by the host to leave the event.
3. The event host must make an announcement at the beginning of the meeting or event that they have allowed photography and filming.
4. It is the responsibility of event attendees not wanting to be photographed or filmed to notify the event organizer.

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Customer Conduct

03.06.01 Acceptable Library Use and Safety

PCCLD libraries are designed to provide access to customers of all ages and abilities. Customers using the library and its resources have the right to expect to obtain public library services in an orderly environment.

Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner.

Unacceptable library use by customers includes, but is not limited to, any disruptive behavior that harasses or annoys others, results in physical, emotional, or mental injury to the perpetrator or others, interferes with the library business of other customers or staff, or is illegal. This includes any activity which results in harm to library grounds, facilities, equipment, materials, or services. Unacceptable library use also includes misuse of PCCLD public use computers, networks, or emerging technologies and AI tools.

A customer demonstrating unacceptable library use will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply can result in expulsion from the library and/or suspension of library privileges. An appeal of a suspension of library privileges may be made in writing to PCCLD's Executive Director. Local law enforcement officials may be called to handle emergency situations as defined in PCCLD's "Guidelines Governing Use of the Library."

See Also

03.01.02	*Internet Access and Wireless Use*
03.01.03	*Public Computers and Other Equipment Use*
03.05.01	*Meeting Room Use*
03.06.01.G1	*Guidelines Governing Use of the Library*
03.06.02	*Child Conduct and Safety*
03.06.03	*Library Rules of Conduct*
03.06.03.G1	*Customer Suspension Guidelines*

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Customer Conduct

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03.06.01.G1 Guidelines Governing Use of the Library

Staff Responsibilities

When a customer refuses to comply with the Library Rules of Conduct or any other library policy, the following general principles govern the actions of the library staff:

1. Every staff member should be constantly aware of the people and activities in their work area.
2. The first consideration is always the safety of those present in the library.
3. Staff members must always give the public every courtesy and consideration that is consistent with their responsibility to enforce library policies.
4. Any violations of the Library Rules of Conduct or any other library policy should be handled by the first staff member at the scene. Staff members may seek help and support from other staff members or security personnel when confronting difficult situations or customers.
5. Each violation of the Library Rules of Conduct or any other library policy should be handled with the least drastic action that will achieve the desired result.
6. Incident reports are necessary to document incidents in which individuals have been asked to leave the premises, to document incidents when the police have been called, or if there is possible insurance liability. This electronic form is available on the employee intranet and should be completed as soon as possible following the event. Incident reports will be automatically forwarded to administration, managers and security personnel upon submission.
7. The Library Rules of Conduct policy is posted on public bulletin boards and empowers the library staff to maintain a proper library environment.
8. Staff members are responsible for library operations. Security personnel monitor for safety and security within and around library facilities, and support staff as needed.

Confronting Individuals in Violation of the Library Rules of Conduct

1. Investigate any report or observation of a violation of the Library Rules of Conduct**.**
2. If the report or observation is valid, inform the violator of the Library Rules of Conduct and request that the individual correct their behavior and comply with the Library Rules of Conduct.

3. If the individual continues the violation, seek support from other staff, the Person in Charge (PIC) or security personnel to again notify the individual that the behavior is in violation of the Library Rules of Conduct and warn the individual that if the behavior continues, they will be asked to leave the library.
4. If the individual refuses to correct their behavior, the individual should be asked to leave the library immediately. For minor infractions in which a patron is asked to leave for that day only, staff should enter documentation in the PCCLD Staff Communication Log. For more serious offenses, staff should complete an online Incident Report. (*See 03.06.03 S1 Offense and Consequence Levels.)*
5. If the individual refuses to leave the library, inform the individual that the police will be notified.
6. If the individual does not leave, contact the police and request intervention. (Any time law enforcement has been contacted, an Incident Report must be submitted.)

Suspension of Library Privileges
Customers who violate the Library Rules of Conduct may have their library privileges suspended. *(See 03.06.03.G1 Customer Suspension Guidelines.)* If a staff member encounters a customer who is known to have had their privileges suspended, the customer should be reminded of the suspension and asked to leave the library immediately. Security and the Person in Charge (PIC) should be notified to reinforce the suspension .

Contacting Person-in-Charge
The designated Person-in-Charge (PIC) should be notified any time there is an incident in which staff need additional support, a patron is asked to leave, or law enforcement/emergency services are called. The PIC may also be called by staff or security for guidance as needed. The PIC at the Rawlings Public Library is scheduled by the Rawlings Manager II or their designee. The PIC at branch libraries is scheduled by each library's supervising librarian or their designee. If there is an evening, after-hours or weekend emergency, the Associate Director of Public Services or the Executive Director may be contacted by the PIC for additional guidance and support.

Injury / Sudden Illness
Staff members who encounter customers who become seriously ill or are injured on library property may call 911 to obtain additional help, depending on the severity of the injury or illness. If the customer is accompanied by family members, staff may consult with family members to determine the appropriate response. Staff members should not attempt to provide medical treatment to the customer. Following the incident, an Incident Report should be completed to document the incident.

Emergency Procedures
Staff and Patron safety is the first and primary concern when faced with any emergency in the library or on its premises Staff shall follow emergency protocol as outlined in the PCCLD Emergency Response Manual.

Contaminated Areas
Any time someone becomes sick or bodily fluids need to be cleaned up, staff should contact the Facilities Day Porter. It is extremely important that staff **DO NOT** clean up the area themselves. The contaminated area should be roped off to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the affected area is in a place where customers cannot be protected from contamination, clear patrons from the area and close it off until the area has been cleaned. If the Day Porter cannot be reached, staff should use the on-call Facilities number. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids.

See Also: *03.06.01 Acceptable Library Use and Safety*
03.06.03 Library Rules of Conduct

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Customer Conduct

03.06.01.P1 Personal Belongings Procedure

Pueblo City-County Library District (PCCLD) is committed to welcoming every member of the community. This policy is intended to inform library patrons of the process and procedures pertaining to personal property and belongings while inside library buildings or on the premises of library locations. This procedure will help ensure that the library is a welcoming environment for all library patrons.

This procedure applies to the interior and exterior of library properties. The library is not responsible for lost or stolen personal items.

Library users are expected to keep all personal belongings from obstructing walkways, emergency exits, and access and egress points.

Personal belongings should be kept with patrons at all times. Any personal items abandoned or outside of designated areas are subject to removal.

District Procedures

A. The Personal Belongings Procedure applies to all patrons. Parents, guardians, or designated caregivers are responsible for children's safety and belongings.
B. Library staff will intervene to ensure that personal belongings comply with access and safety measures. Failure to comply may be subject to a one-day suspension or loss of library privileges.
C. Any item may be subject to removal if the staff determines it poses potential health, safety, or security risks for the staff or other patrons.
D. The following are not permitted in or outside of the library. Examples include but are not limited to:
    a. Restricting access to furniture, shelving, or computers by placing belongings on or in front of resources
    b. Sitting or lying on any exterior walkway
    c. Spreading out personal belongings unrelated to the use of library services
    d. Uncontained bedding
    e. Shopping carts and trash cans

Patrons are permitted to transport children, library materials, and supplies for meetings in wheeled carts, strollers, or wagons.

Lost and Found Procedures:
PCCLD and its employees are not responsible for the security of personal items brought into any library facility. Patrons are expected to maintain their belongings and keep them within their sight. This includes valuables such as wallets, purses, cell phones, bags, and laptops.

Property Found Inside Library Facilities:
All found property will be placed in a central location for lost and found property designated by each branch location. The property should be logged on the PCCLD Personal Property/Belongings log. This log is available on the staff intranet. The log will include the date when the property was found or turned into library staff and the length of time the property will be held. The log also includes the name of the staff member who received the item and a brief description of the property. A reasonable attempt will be made to return the lost property to the proper owner. After 30 days, all items will be donated, destroyed, or turned over to the Pueblo Police Department (PPD) if necessary.

- High-value items, such as wallets, cell phones, and legal documents, will be retained for a minimum of 30 days.
- Items such as water bottles may be held for up to 24 hours and clothing may be held for up to 10 days at the discretion of library staff at the library location where the property was found.
- Items identified as trash, hazardous, or perishable will not be stored and will be disposed of immediately.

Property Left Unattended Outside of Library Facilities:
- To maintain the safety of patrons and staff, clean and attractive library grounds, and unobstructed access to library entrances, PCCLD does not allow individuals to leave personal items on library grounds. (Bicycles or other means of transportation, which are temporarily stored in the provided bicycle racks while patrons or staff are inside the facility, are exempt from this provision.)
- Items left on library grounds are subject to disposal by library staff. Items left in the public right of way and on sidewalks are subject to disposal by law enforcement.
- Library staff will not typically open backpacks and other similar items left outside in an attempt to determine ownership or whether valuables are contained therein.

- Items found on library grounds may be stored for up to 48 hours at staff discretion and then are subject to disposal. Persons who have questions about items left outside of library facilities should contact the library manager or security, who will inform them if the items are currently in the library's possession. PCCLD has no authority over items picked up by law enforcement.

- Items identified as trash, hazardous, or perishable will not be stored and will be disposed of immediately.

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Customer Conduct

03.06.01.P2 Parking Lot Use Procedures

PCCLD assumes no responsibility for the care and/or protection of any vehicle or its contents at any time while it is parked or operated on PCCLD property. Parking is provided for the use of library patrons and staff. No liability is created or assumed by PCCLD for any vehicle on any property owned, or otherwise controlled by the Pueblo City-County Library District.

Vehicles operated on PCCLD property are required to follow all local parking laws and regulations. Parking in accessible spaces requires the display of a valid permit. No person may park any motor vehicle on PCCLD property in any location other than in designated parking areas. Vehicles must park within indicated boundaries and parking spaces. A parking notice may be issued to any vehicle operator in violation of PCCLD's Parking Lot Use Procedures.

PCCLD reserves the right to have any vehicle removed that is parked in such a way as to constitute a serious hazard, that impedes vehicular or pedestrian traffic or interferes with essential library operations. Owners of such vehicles will be responsible for any costs incurred with the removal, impound or storage of such vehicles.

Public parking is provided on a first-come, first-served basis. PCCLD reserves the right to impose limitations on parking in emergencies and on special occasions for library-sponsored events. In such instances, advance notice will be given when practical and as time allows.

For the enjoyment and safety of the library users, playing sports on the library grounds is prohibited. This includes use of roller skates, rollerblades, scooters, skateboards and bicycles in library parking areas and sidewalks. Bicycles may be used for transportation purposes during business hours and should be locked in bike racks before entering the library.

Service parking for contractors, vendors and library staff for short term loading/unloading is provided in designated service areas for a period not to exceed 30 minutes. Major loading needs that require more time require advanced coordination/authorization.

Parking on library property after library hours without prior approval from PCCLD is not permitted (see *03.06.02.P2 - Overnight Parking and Camping Prohibition).* PCCLD does not provide supervision, oversight, patrolling, or response to parking lots overnight. If a vehicle is consistently left overnight the vehicle may be subject to towing at the owner's expense.

Any motor vehicle that has become disabled on PCCLD property should be reported to the branch manager and/or security immediately. A vehicle shall be deemed abandoned if it does not display proper state registration (license plates) or is in an obvious state of disrepair and satisfactory arrangements for removal have not been made. Abandoned vehicles will be removed from library property.

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Parking Notice

This is to inform you that your vehicle information was recorded by PCCLD Security for a parking violation. PCCLD Security will continue to monitor this vehicle for further infractions, which may result in towing or impoundment at the owner's expense

Date	Time	Location		
Make	Model	Color	License Plate #	State
Identifying Marks				

Parking Violation	
☐ Parking Non-Compact Vehicle in Compact Space ☐ Parking in Accessible Space Without Visible Credentials ☐ Occupying Multiple Spaces	☐ Parking After Hours/Unattended Vehicle ☐ Other _____

PLEASE NOTE:

- **Parking in Compact Spaces –** Designated Compact Parking is clearly marked. Please refrain from parking here in the future to prevent any accidents by vehicles entering or exiting the parking lot, accessible parking spaces, and/or roundabout drop-off.
- **Parking in Accessible Spaces Without Visible Credentials –** Please display your accessible parking license plate or placard when parking in accessible spaces. Illegally parking in accessible spaces is subject to Pueblo Municipal Code and may result in a ticket and fine.
- **Occupying Multiple Spaces –** PCCLD aims to provide access to library facilities to patrons by supplying adequate parking for visitors. Occupying multiple spaces may jeopardize parking lot safety and limits parking availability and is prohibited. Please park your vehicle within a single space.
- **Parking After Hours/Unattended Vehicles –** Vehicle parking in any library parking lot is authorized for PCCLD patrons, employees, invited visitors and vendors for library activities and official business. We must also consider the safety and ability of our patrons and staff to secure parking. Therefore, we ask that you please refrain from parking at library facilities if you do not have library business and leaving vehicles parked after hours.

If you have any questions or concerns or require assistance, please contact library security at (719) 252-8500.

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Aviso de infracción de estacionamiento

Esto es para informarle que la información de su vehículo fue registrada por PCCLD Security por una infracción de estacionamiento. PCCLD Security continuará monitoreando este vehículo para detectar más infracciones, lo que puede resultar en remolque o incautación a expensas del propietario.

Fecha	Tiempo	Ubicación		
Marca	Modelo	Color	Placa #	Estado
Marcas de identificación				

Infracción de estacionamiento ● Estacionar un vehículo no compacto en un espacio compacto ● Estacionarse en espacio accesible sin credenciales visibl ● Ocupar múltiples espacios	● Estacionamiento fuera de horario/vehículo desatendido ● Otro _____

TENGA EN CUENTA:

- **Estacionar en espacios compactos –** El estacionamiento compacto designado es claramente marcado. Por favor, absténgase de estacionar aquí en el futuro para evitar accidentes con vehículos que entran o salen del estacionamiento, espacios de estacionamiento accesibles y/o bajadas en la rotonda.
- **Estacionar en espacios accesibles sin credenciales visibles –** Muestre su placa o cartel de estacionamiento accesible cuando estacione en espacios accesibles. El estacionamiento ilegal en espacios accesibles está sujeto al Código Municipal de Pueblo y puede resultar en una multa y una multa.
- **Ocupando múltiples espacios –** PCCLD tiene como objetivo brindar acceso a las instalaciones de la biblioteca a los usuarios proporcionando estacionamiento adecuado para los visitantes. Ocupar múltiples espacios puede poner en peligro la seguridad del estacionamiento y limita la disponibilidad de estacionamiento y está prohibido. Por favor estacione su vehículo en un solo espacio.
- **Estacionamiento fuera de horario/vehículos desatendidos –** El estacionamiento de vehículos en cualquier estacionamiento de la biblioteca está autorizado para los usuarios, empleados, visitantes invitados y proveedores del PCCLD para actividades de la biblioteca y asuntos oficiales. También debemos considerar la seguridad y la capacidad de nuestros clientes y personal para asegurar el estacionamiento. Por lo tanto le pedimos que se abstenga de estacionar en las instalaciones de la biblioteca si no tiene asuntos relacionados con la biblioteca y de dejar los vehículos estacionados fuera del horario de atención.

Si tiene alguna pregunta, inquietud o necesita ayuda, comuníquese con la seguridad de la biblioteca al (719) 252-8500.

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Customer Conduct

03.06.01.P3 Prohibition of Loitering, Camping and Overnight Parking

PCCLD does not permit loitering on library property. Loitering is defined by Pueblo City Ordinance Section 11-1-202 and is any behavior in which individuals linger on library property without actively using library services or facilities for their intended purposes.

Camping and overnight parking on library property are not permitted. Camping is defined as the use of an area for temporary residence, shelter or sleeping purposes. This includes using bedrolls, blankets and other such coverings, storing personal property, leaving unattended personal property, conducting cooking activities, erecting any structures, or occupying any area in a way that inhibits the use of Library property by others for an excessive period of time as determined by the Library Director or the Director's designee.

PCCLD does not provide supervision, oversight, patrolling, or response to parking lots or library grounds overnight and assumes no liability for individuals who engage in loitering, camping and overnight parking activities.

Loitering, overnight parking and camping on PCCLD property may result in contact from PCCLD Security and/or law enforcement and may result in suspension of library privileges.

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Customer Conduct

03.06.02 Child Conduct and Safety

The conduct, safety, and supervision of children while on library premises are the responsibility of parents, guardians, and caregivers. Staff may contact parents, guardians or caregivers when a child is disruptive or believed to be at risk.

PCCLD is committed to supporting a safe, accountable, and respectful environment for our patrons and staff. To this end, PCCLD maintains the following best practices when working with children:

- Training for Library Staff Working with Children – Training is required for all library employees and volunteers who work with children as part of their role at the library district.
- Library employees are not mandatory reporters. However, if library staff see something inappropriate or concerning regarding a child, they should report it to the library branch or department manager or PIC.
- Independent Contractors / Programmers -- Independent contractors/programmers will not be left alone with children who are taking part in library programs. Library staff are responsible for monitoring and observing the work of independent contractors and presenters with children during programs in all library settings.
- Library Staff Supervision of Children – A library employee OR volunteer should NEVER be alone with a child. Two library employees/volunteers must be present at all times to avoid a 1:1 employee/volunteer to child situation.

When a child is left at the library at closing time, staff will attempt to contact a parent, guardian or caregiver. In the event no one can be contacted, staff will call a local law enforcement agency and place the child in their custody.

See Also

03.06.01	*Acceptable Library Use and Safety*
03.06.03	*Library Rules of Conduct*
03.06.01.G1	*Guidelines Governing Use of the Library*

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Customer Conduct

03.06.03 Library Rules of Conduct

PCCLD seeks to provide a safe, comfortable environment in its libraries in order to promote a worthwhile and satisfying library experience. Library customers are expected to follow all library policies, including this Library Rules of Conduct policy. Failure to do so may result in expulsion from the library and/or the loss of library privileges.

PCCLD expects library customers to abide by all federal, state and local laws while at the library. The Executive Director or his/her designee is authorized to call local law enforcement officials and report suspected violations of the law.

PCCLD expects library customers to observe normal rules of common courtesy. Library customers who are not courteous to others will be asked to stop their discourteous behavior or leave the library. Prohibited activities at PCCLD libraries include but are not limited to:

- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- PCCLD follows Colorado law that regulates firearms in specified sensitive places to include government buildings and places in which members of the public congregate.
- Abandoning or leaving young children unattended
- Vandalizing library facilities, equipment, or materials
- Littering on library property
- Using obscene or vulgar language
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Removing library materials from the building without checking them out
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Harassing customers or staff
- Failing to wear shirt or shoes
- Bringing in animals other than service animals except as part of a library-sponsored program
- Distributing leaflets or posting notices not authorized by the library administration
- Panhandling**,** loitering, selling, or soliciting
- Using the library as a place to sleep
- Eating except in designated area or drinking from uncovered containers

- Bathing, shaving or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in a library water feature
- Making loud or disturbing noises Skateboarding, skating, or using any similar recreational device inside or outside the library
- Dispensing chemicals or noxious substances including, but not limited to, mace, pepper spray, stink bombs and tear gas
- Misuse of PCCLD public use computers, networks, or emerging technologies and AI tools.
    - Generating harassment, threats, discriminatory content, or harmful material
    - Creating deepfakes or impersonations of real individuals
    - Producing or distributing misinformation intended to deceive
    - Violating copyright or intellectual property laws
    - Creating sexually explicit content involving minors
    - Bypassing cybersecurity systems
    - Using AI or emerging technologies to stalk, target, or harass individuals
    - Committing fraud, identity theft, or other illegal acts
    - Running automated bots or high-volume scraping tools on library networks

This policy will be posted in all PCCLD libraries.

See Also: *03.06.01 Acceptable Library Use and Safety*
03.06.01.G1 Guidelines Governing Use of the Library
03.06.02 Child Conduct and Safety

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Customer Conduct

03.06.03.G1 Customer Suspension Guidelines

When a customer refuses to comply with PCCLD's Library Rules of Conduct or with any other policy:

- A Library Manager, designated Person-In-Charge (PIC) or security officer will exercise their judgment and discretion to suspend a customer's library privileges on a first offense for the remainder of the day.
- PCCLD's Manager of Safety and Security Services or their designee may further exercise their judgment and discretion to suspend a customer's library privileges for a period of one month or more, depending on the seriousness and frequency of the infraction(s) as described in PCCLD's *03.06.03.S1 Offense and Consequence Levels.* A temporary suspension (5 days) will be issued while staff conduct any necessary investigations to make a determination regarding a lengthier suspension.
- Customers have the right to appeal their suspension of library privileges by contacting PCCLD's Executive Director or their designee.

Customers whose library privileges have been revoked will be notified verbally by staff or security, and in the case of minors, the parent or guardian may also be notified. Staff will notify the security officer and the library manager of any attempt to use the library by a customer who is known to have had their privileges suspended. The police will also be notified of any such suspension violations and this shall be considered a trespassing offense.

Any suspension of library privileges should be documented using the Incident Report Form and the Suspension of Library Privileges Form that are available on the staff intranet.

Customers whose library privileges have been suspended may be required to meet with the Manager of Safety and Security Services or their designee, the Associate Director of Public Services or the library branch manager to request permission to formally lift the suspension of library privileges.

See Also:

03.06.01	*Acceptable Library Use and Safety*
03.06.03	*Library Rules of Conduct*
03.06.01.G1	*Guidelines Governing Use of the Library*
03.08.01.R2	*Legal Citations*

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Customer Conduct

03.06.03.G2 Offense and Consequences Levels

Below is a partial list of offenses with resulting consequences:

LEVEL 1 – Least serious

- Abandoning or leaving young children unattended
- Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance
- Skateboarding, skating, or using any similar recreational device inside or outside the library
- Littering on library property
- Bringing in animals other than service animals (except as part of library-sponsored program)
- Distributing leaflets or posting notices not authorized by PCCLD
- Eating except in designated areas or drinking from uncovered containers
- Failing to wear shirt or shoes
- Making loud or disturbing noises
- Using the library as a place to sleep
- Panhandling, loitering, selling, or soliciting
- Bathing, shaving, or washing clothes
- Bringing in bulky items that take up excessive space
- Playing or wading in library water feature

First Offense
Customers will be informed that their behavior is not appropriate in the library. If the customer's inappropriate behavior persists, the customer will be asked to leave and/or be evicted from the library and will be prohibited from returning for the remainder of the day.

Repeated Offenses
PCCLD privileges will be suspended for 1-6 months.

LEVEL 2 - More Serious

- Bringing weapons or firearms into the library or onto library grounds
- Carrying alcoholic beverages in the library (except at authorized events) or intoxication
- Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff
- Removing library materials from the building without checking them out
- Harassing or threatening customers or staff
- Making a false report to police, fire department or other officials
- Using a stolen library card

First Offense
PCCLD privileges will be suspended for 1-6 months

Repeated Offenses
PCCLD privileges will be suspended for one year or longer

LEVEL 3 - Most Serious

- Threatening with a weapon
- Possession or distribution of controlled substances
- Vandalizing library facilities, equipment or materials
- Assault/battery upon any person
- Engaging in voyeurism, peeping, stalking or acts of public indecency
- Trespassing, including being in the library at unauthorized times
- Participation in gambling activities on library property

First Offense
PCCLD privileges will be suspended for 6-12 months

Repeated Offenses
PCCLD privileges may be suspended permanently

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Customer Conduct

03.06.04 Video Surveillance

In support of PCCLD's mission, the library strives to provide a welcoming and safe environment where people can use the library's facilities and resources. The library has installed video surveillance cameras to promote safety for customers and staff and to provide extra security for PCCLD's valuable resources and facilities. The purpose of this policy and the following procedures are to establish guidelines for the placement and use of video surveillance cameras as well as the access and retrieval of recorded digital images.

Video surveillance will be used, when necessary and under specific guidelines, to provide staff and law enforcement assistance in investigating and prosecuting criminal activity and violations of PCCLD's Library Rules of Conduct.

Cameras will be installed to cover entrances and exits to and from library buildings, near elevators and stairs, near valuable collections or resources, public use areas, and delivery areas. They will not be used where staff and customers have a reasonable expectation of privacy such as inside of restrooms. There will be public notice of video surveillance equipment in use in the building.

The Executive Director and their designee(s) will have access to real-time video feed and archived footage to pursue alleged violations of Library Rules of Conduct and/or incidents of criminal activities. No content may be released without the express verbal or written permission from the Executive Director or their designee.

See Also:

03.06.01	*Acceptable Library Use and Safety*
03.06.03	*Library Rules of Conduct*
03.06.01.G1	*Guidelines Governing Use of the Library*

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Customer Conduct

03.06.04.G1 Video Surveillance Guidelines

Video surveillance cameras will be placed in areas to permit designated library staff to view real-time monitors on desktop computers that are placed in secure areas to ensure private access.

Video surveillance cameras will not constantly be monitored; therefore, staff and public should take appropriate precautions for their safety and the security of personal belongings. PCCLD is not responsible for personal injury or loss of property.

Access to archived video surveillance camera footage in pursuit of violations of the PCCLD's Library Rules of Conduct and documented incidents of criminal activity are restricted to the staff approved by the Executive Director or their designee.

Police access to archived video surveillance camera footage is given pursuant to a subpoena, court order, or other situations required by law when such requests are submitted to the Executive Director or their designee. Video surveillance camera footage will not be released to or viewed by library patrons under any circumstances.

Stored still images of barred and/or suspended customers may be shared internally with discretion by library staff district-wide. These images may be posted on the staff intranet and in restricted staff areas for the duration of the suspension.

Images will generally be stored for an average period of 30 days. As new images are recorded, the oldest images will be automatically deleted except for selected video which may be archived as long as needed.

Questions from the public may be directed to the Manager of Safety and Security Services, Associate Director of Public Services or the Executive Director.

See Also:

03.06.01	*Acceptable Library Use and Safety*
03.06.03	*Library Rules of Conduct*
03.06.01.G1	*Guidelines Governing Use of the Library*
03.08.01.R2	*Legal Citations*

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Customer Conduct

03.06.04.G2 Environmental Sensor Guidelines

In support of PCCLD's mission, the library strives to provide a welcoming and safe environment where people can use the library's facilities and resources. The library has installed environmental sensors to promote the health, safety, and well-being of customers and staff. The purpose of this procedure is to establish guidelines for the placement and use of environmental sensors.

Environmental sensors are located in library restrooms to detect chemical changes in the surrounding area's air quality. Environmental sensors are connected to the library's video surveillance equipment. When there is a change in air quality, the sensor will activate surveillance equipment outside the restroom to help identify the person(s) responsible for the change in air quality. Public notice of environmental sensors and video surveillance equipment is posted in libraries equipped with this technology.

The Executive Director and their designee will have access to real-time monitors and archived data generated by environmental sensors to investigate alleged violations of PCCLD's Library Rules of Conduct and/or incidents involving criminal activity. No content may be released without the express verbal or written permission of the Executive Director or their designee.

See Also:

03.06.01	*Acceptable Library Use and Safety*
03.06.01.G1	*Guidelines Governing Use of the Library*
03.06.03	*Library Rules of Conduct*
03.06.04	*Video Surveillance*
03.06.04.G1	*Video Surveillance Guidelines*
03.08.01.R2	*Legal Citations*

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Customer Conduct

03.06.04.P1 Live Video Surveillance and Archived Footage Access Procedures

This document defines procedures for requesting access to live video surveillance and archived security footage by law enforcement personnel. These procedures regulate the use of surveillance cameras to protect the legal and privacy interests of the Pueblo City-County Library District (PCCLD). This document applies to all persons and organizations in the use of surveillance systems and devices for monitoring and/or recording activity.

Per PCCLD policy *03.03.02 Confidentiality of Library Customer Records*, PCCLD supports and complies with the Colorado Library User Records Privacy Act (C.R.S. 24-90-119), the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a customer's use of the library and its resources are confidential.

Per PCCLD policy *03.0.04 Video Surveillance,* video surveillance will be used when necessary and under specific guidelines, to provide staff and law enforcement assistance in investigating and prosecuting criminal activity and violations of PCCLD's *Library Rules of Conduct*. No content may be released without the express verbal or written permission from the Executive Director or their designee.

Real-Time Access to Surveillance Cameras

1. PCCLD may initiate a request for monitoring of live camera feeds in the Real Time Crime Center, Emergency Operations Center and/or on library property by assigned law enforcement personnel during high-profile events. Similarly, law enforcement may submit a request for live access to PCCLD's surveillance cameras to the Executive Director in advance of high-profile events.
2. Access to live camera feeds without prior authorization is permitted in cases where there is an active threat or other emergency scenario in which camera access will enhance response and safety. The Executive Director or their designee should be notified as soon as possible via phone that video surveillance cameras are being accessed by law enforcement by calling (719) 562-5652 or (719) 248-1278.

Access to Archived Security Footage

1. As determined by the Executive Director or their designee, only authorized library personnel will have access to surveillance camera data.

2. Appropriate use and confidentiality must be maintained by authorized users.

3. Only the Executive Director or their designee may authorize the release of surveillance information to outside agencies.

4. When an incident is suspected to have occurred, only authorized library personnel may review images from surveillance camera data.

5. Law enforcement may request access to archived camera footage by submitting a request to the PCCLD Manager of Safety and Security or their designee.

6. The requesting user must sign the *Request and Acknowledgment Form* that accompanies these procedures. A new form is required for each request.

7. The Security Manager or their designee will then secure the necessary permissions from the Executive Director or their designee to release footage.

8. Completed Request and Acknowledgement Forms will be stored in accordance with PCCLD policy *04.01.19 Records Retention.*

9. Unauthorized library and law enforcement personnel are prohibited from using or disseminating information acquired from security cameras. All information and/or observations made in the use of security cameras are considered confidential and can only be used for official library and law enforcement purposes.

10. Approved users are not permitted to share login information.

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03.06.04. F1 Security Footage Request and Acknowledgement Form

This document regulates the request for access to PCCLD surveillance cameras and archived footage to protect the legal and privacy interests of the Pueblo City-County Library District. This document applies to all persons and organizations in the use of surveillance systems and devices for monitoring and/or recording activity. Please submit this form each time access to live surveillance feeds or archived footage is requested.

Name of Individual Requesting Access: _____

Law Enforcement Agency: _____

Request:

☐ Live Surveillance Camera Access at _____ (Library Branch)

Start Date:_____ Start Time: _____

End Date: _____ End Time: _____

Reason for Request _____

☐ Archived Security Footage from (Library Branch) _____

Date of Incident: _____ Time of Incident: _____

Nature of Incident/ Reason for Request: _____

I agree to the following (please initial):

_____ I have read PCCLD's *Live Video Surveillance and Archived Footage Access Procedures.*

_____ I will access camera surveillance only to monitor and/or view when necessary or during a high-profile event, active threat, or emergency scenario.

_____ I will notify the Executive Director or designee timely when the live feed is being viewed.

_____ I will not use and/or view camera surveillance to surveil any patrons, employees, volunteers, or other individuals for extended time periods.

_____ I will access camera surveillance only as required to perform my assigned duties.

Printed Name _____ Badge # _____

Signature_____ Date: _____

- -

INTERNAL USE ONLY

Request Received by: _____ Date: _____

- ☐ Executive Director Approved Access
- ☐ Request entered in Access Log by IT/Security

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Customer Conduct

03.06.05 Law Enforcement Requests for Patron and Staff Information

PCCLD serves as a public institution that provides free and equal access to services, resources, and programs for all individuals. The library strives to provide welcoming spaces that foster community trust and the ability to safely utilize facilities and resources. PCCLD follows Colorado Revised Statutes §24-90-119 and §24-74.1-102, the American Library Association's Policy on Confidentiality of Library Records and the Colorado Association of Libraries Statement on Intellectual Freedom with respect to the confidentiality of library records. All library records relating to a patron's use of the library and its resources are confidential.

PCCLD is a public facility and law enforcement officers can perform their official duties within the public areas of the library. They should not enter staff areas except in case of emergency or with valid identification and documentation to include: officer name, employer, badge number and a copy of the subpoena, warrant or order issued by a judge or magistrate . Law enforcement includes local and state police officers, as well as federal officers. As a courtesy, PCCLD requests that law enforcement officers provide advance notice to the library manager of plans to perform duties that may impact normal library operations.

As required by law, PCCLD will not share patron information including library card records, internet usage or other personal data with law enforcement without permission from the patron or without approved identification and documentation.. Approval to share customer information with law enforcement as defined by §24-74.1-102 and §24-90-119 shall be issued by the Executive Director or their designee. The library has a right to consult with legal counsel before responding to requests for user information. Staff shall not assist law enforcement in locating or identifying individuals, except as required by law. PCCLD has no affirmative duty to collect or retain information about library users on behalf of law enforcement.

See also:	03.02.02	Confidentiality of Library Customer Records
	03.06.04.P1	Live Video Surveillance and Archived Footage Access Procedures
	03.06.05.P1	Law Enforcement Requests for Patron and Staff Information - Staff Procedures

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Customer Conduct

03.06.05.P1 Law Enforcement Requests for Patron and Staff Information - Staff Procedures

These procedures are intended to provide guidance for library employees if law enforcement officials visit any PCCLD location. Law enforcement includes local and state police officers, as well as federal officers such as Immigration Customs Enforcement, Federal Bureau of Investigations and Department of Homeland Security.

General Guidance:

1. All PCCLD staff should exercise professionalism and courtesy when interacting with any law enforcement officer. Greet the officer and inquire about their needs. If the officer is requesting information about staff or patrons, inform them that the library follows Colorado privacy law and that you are not authorized to release that information.

2. If the officer provides a warrant or subpoena, scan and email a copy to the Executive Director and inform the officer or agent that the Executive Director or their designee must provide authorization for the release of information or searches in PCCLD libraries. Contact your manager or PIC to inform them of the request. Managers and PICs should then work with the Executive Director or their designee for further guidance. If the manager or PIC is not available, staff should contact the Executive Director or their designee directly.

3. PCCLD libraries are public facilities and law enforcement officers should be allowed to perform their official duties within the public areas of the library. They should not enter staff areas except in case of emergency or with valid identification and documentation. Comply with law enforcement directives and do not take a stand against officers or put yourself in harm's way.

Staff Responsibilities:

- Greet the officer politely and ask them the purpose of their visit.
- Make a copy of their official documentation and note their name and badge number.
- Let the officer know that the manager or PIC will be with them shortly to offer assistance. Notify the manager/PIC that an officer is on site and that you are seeking their support.

Requests for Patron Account Information:

If the officer demands patron account information, inform them that privacy laws prohibit you from being able to share this information. Let them know that this request must go through the Executive Director's office and that the manager or PIC can initiate that process for them. Contact the Executive Director or their designee directly if the manager or PIC is not available.

Requests for Employee Information or Employment Records:

If the officer is requesting information about PCCLD employees or employment records, inform them that these requests are managed by the Human Resources Office. Inform them that this business may be conducted in Administration on the 3rd floor of the Rawlings Library. Call the Human Resources Director to inform them of the visit and requested information.

Requests to Conduct Searches in Programs, Events or Meetings:

If the officer states that they wish to conduct a search during a program, event or meeting in the library, inform them that you must notify library leadership and politely request that they wait for assistance. Follow the "Procedures for Managers and PICs" below. Contact the Executive Director or their designee directly if the manager or PIC is not available.

If the officer orders staff to provide immediate access to non-public areas, programs, events or meetings, staff should comply with the officer's orders, and immediately contact the Executive Director or their designee. Do not attempt to physically interfere with the officer, even if the officer appears to be acting without consent or exceeding the purported authority given by warrant, subpoena or other document. Observe the officer's actions and document their activities in an incident report.

- Do not block entry or take a stand against law enforcement or immigration officials.
- Do not put yourself in harm's way blocking entry to the library or staff areas.
- Inform your manager or leadership as soon as possible to get support.
- Library leadership will work with officials to obtain documentation and issue authorization.

Procedures for Managers and PICs

If you are contacted by staff and notified that law enforcement officials are in the library requesting information, please follow these procedures (check with staff to see if they have already completed any of the steps to prevent redundancy):

1. Invite the officer to step away from the service desk to discuss the purpose of their visit.
2. Ask to see and make a copy of or note the officer's credentials (name and badge number) and contact information.
3. Inform the officer of PCCLD's privacy policy and let them know that requests for patron information and access to non-public areas, programs, events or meetings must be authorized by the Executive Director's office with appropriate documentation. Offer to send documentation to the Executive Director to initiate this approval process.
4. If the officer provides documentation, scan and email the documents to the Executive Director or their designee.
5. Document the officer's actions in as much detail as possible without interfering with their movements.
6. Upon conclusion of the interaction, submit an incident report that documents the law enforcement visit. Please include the officer's identification information, note any documents provided and include a description of the officer's statements and actions. Ensure that the observations or details are recorded objectively without judgement or interpretation.

Additional Considerations:

- **Be Aware of Your Surroundings**
  If you see any person lurking, watching, or approaching patrons, please approach them and ask if they need any help. If they are disturbing or harassing patrons, please ask them to stop. If they continue, you can ask them to leave per PCCLD's Library Rules of Conduct.

- **Provide "Know Your Rights" Cards**
  Staff may provide "Know Your Rights" cards or flyers for the public. These include the right to:
  - remain silent
  - speak to a lawyer
  - refuse to answer questions
  - deny permission to enter the home or private spaces without a judicial warrant
  - deny permission to search personal belongings

- **Support Unattended Children**
  If children are left unattended as a result of enforcement agents' activities, please follow PCCLD's policy *03.06.02 Child Conduct and Safety.*

- **Staff Training**
  Library staff will receive regular training on policies and procedures related to law enforcement requests for patron and staff information. Training will include how to effectively manage interactions with law enforcement, verifying documentation and maintaining patron privacy. Training will also include resources on patron rights and steps to de-escalate situations involving enforcement actions.

Resources:

Safety and Security Class in Niche -
https://my.nicheacademy.com/pueblolib-staff/course/32000/lesson/201908

Interacting with Officers - Checklist -
https://docs.google.com/document/d/1TKFC9SBJORpyLc51FaOSrpb-yuPIEYiXydGCmwSlhTA/edit?usp=sharing

Supporting Immigrants at our Libraries from CO Virtual Libraries -
https://www.coloradovirtuallibrary.org/learning/adult-services/supporting-immigrants-at-our-libraries/

Know your rights Red Cards in various languages - https://www.ilrc.org/red-cards-tarjetas-rojas
In english https://www.ilrc.org/sites/default/files/documents/red_card-self_srv-english.pdf

ALA's guidelines for response to law enforcement requests for library records and user information:
https://www.ala.org/advocacy/privacy/lawenforcement/guidelines#immigration

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Library Programs and Public Relations

03.07.01 Library Programs and Events

PCCLD offers a wide-variety of programs and events for all age groups to enhance the library experience, provide free and open access to information, and further the library's mission. A program sponsored by PCCLD is an event in which employees are involved in the planning, implementation, and/or evaluation, regardless of locale or time commitment. Library programs are considered a core service and are designed to support the overall mission of the library.

All library programs and events are open to the public and must respect PCCLD's commitment to intellectual freedom. Programs provide materials and information presenting all points of view on current and historical issues. Library programs and events, materials and resources are provided for the interest, information, and enlightenment of all people within the community. PCCLD shall consider the perspectives of marginalized groups and shall prohibit discrimination based on age, background, political or religious views, origin, disability, race, color, sex, sexual orientation, gender identity, gender expression, marital status, national origin, or ancestry. PCCLD shall not proscribe or prohibit access to programs or events because of partisan or doctrinal disapproval of the program or event.

In planning programs, PCCLD staff seek to ensure that the library's mission to offer free and open access to information from around the world is met. The following are among the most important general criteria in making decisions around program topics, speakers, and accompanying resources:

1) Relation to library mission, annual and strategic goals, collections, resources, exhibits, and programs
2) Community needs and interests
3) Availability of program space
4) Treatment of content for intended audiences
5) Presentation quality
6) Presenter background/qualifications/authority in content area
7) Budget and staffing resources
8) Historical or educational significance
9) Connection to other community programs, exhibitions, or events
10) Intended experiences for targeted audiences
11) Intent to foster creativity, ingenuity, and entrepreneurship

Fees will not be charged for library programs or events except at the discretion of PCCLD's Executive Director or their designee. PCCLD may co-sponsor programs and events with other agencies or may participate as a co-sponsor in programs as approved by the Executive Director or their designee. PCCLD sponsorship of a program or event does not constitute an endorsement of the content of the program or event or the views expressed by participants. PCCLD also provides space for programs that are initiated by the public and held in the library's meeting rooms. Use of the meeting rooms is covered under the "Meeting Room Use" policy, and procedures for meeting room use are established by PCCLD's Executive Director or their designee.

See Also: 03.03.05 Request for Reconsideration of Library Resources

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Library Programs and Public Relations

03.07.01.G1 - Program Guidelines for Staff

These guidelines direct the activities of library staff who are responsible for public library programming at PCCLD libraries. These guidelines and all others that follow under policy 03.07.01 have been in use internally by staff since 2023. Action was taken by the board to adopt these guidelines and procedures in PCCLD's Customer Service Policies in July 2025.

Program Development and Oversight

Ultimate responsibility for the planning and implementation of programs rests with the Executive Director, who may delegate this duty in its entirety to library managers and their appointed programming staff. Programming duties shall be carried out by the following levels of staff:

- Programming and Outreach Specialists
- Content Specialists and Program Coordinators/Administrators
- Librarians or Master's degree-holding professional staff
- Branch and department managers
- Community Relations staff

Professional development and career pathing related to programming may be approved for employees at other levels, but assisting with programming duties shall not exceed 10% of the employee's total hours worked.

Every library-sponsored program will have one or more staff assigned to coordinate the program. Duties may include, but are not limited to planning, purchasing, coordinating with community partners or presenters, issuing payment requests for independent contractors, overseeing marketing requests, setup and cleanup for the event, and ensuring that the program proceeds in an orderly fashion. A library employee should NEVER be alone with a child. Two employees/volunteers will be present during all programs to avoid a 1:1 employee/volunteer to child situation.

Responsible staff will keep a count of attendees and submit data for tracking and program evaluation. PCCLD staff who present programs do so as part of their job. Employees must be compensated for their time preparing and facilitating programs and may not perform programming duties as a volunteer. PCCLD staff may not be hired as independent contractors for programming.

Core competencies required for programming staff include: organizational skills, knowledge of community, interpersonal skills, event planning, creativity, content knowledge, understanding of effective outreach, financial planning, and evaluation.

Marketing and Promotion

Timely and adequate public announcement shall be made of all programs. Organizations or individuals partnering with PCCLD on programs must coordinate marketing efforts with program coordinators and/or Community Relations staff. Press releases, public notifications, and any other marketing materials must be approved by Community Relations.

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Library Programs and Public Relations

03.07.01.G2 - Program Selection Guidelines

PCCLD enriches lives by developing and presenting programs that meet the educational, informational, and cultural needs of the community. PCCLD selects programs recognizing the diversity of the community it serves. Alignment with community needs and the library's mission, public participation, and community feedback have the most significant influence on program selection and development. The library is committed to intellectual freedom and programs will be evaluated and selected based on their responsiveness to the changing needs of PCCLD's customers. In planning programs, PCCLD staff seek to ensure that the library's mission to offer free and open access to information from around the world is met. The following are among the most important general criteria in making decisions around program topics, speakers, and accompanying resources:

- Relation to library mission, annual and strategic goals, collections, resources, and exhibits.
- Community needs and interests
- Availability of program space
- Treatment of content for intended audiences
- Presentation quality
- Presenter background/qualifications/authority in content area
- Budget and staffing resources
- Historical or educational significance
- Connection to other community programs, exhibitions or events
- Intended experiences for targeted audiences
- Intent to foster creativity, ingenuity, and entrepreneurship

Unsolicited offers from individuals and organizations to present programs will be evaluated by the same standards outlined above.

Liability and Non-Endorsement

PCCLD sponsorship of a program or event does not constitute an endorsement of the content of the program or event or the views expressed by participants. Library programs represent a range of viewpoints and the library exercises impartiality in programming decisions as listed in the points above. The background, political or religious views of a presenter, performer, or producer, as well as the controversial nature of content will not preclude it from inclusion in library programming. PCCLD promotes the free and open exchange of ideas; the library does not attempt to control or be responsible for the content of programs that it does not initiate.

Medical, legal, and financial programs hosted by PCCLD will be educational in nature and not prescriptive, diagnostic, or individualized.

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Library Programs and Public Relations

03.07.01.G3 Hired Program Presenters and Non-Library Sponsored Programs

PCCLD actively develops programs with other community agencies, organizations, educational and cultural institutions, and individuals. PCCLD may also hire professional performers and presenters who reflect specialized or unique expertise to facilitate programs. PCCLD will not exclude performers and presenters from consideration because of their origin, background or views, or because of possible controversy. PCCLD staff will require submission of a completed *Independent Contractor Agreement* and W-9 from all hired performers and presenters. PCCLD staff will be present at all times during programs that are facilitated by independent contractors.

PCCLD does not offer programs of a commercial nature. However, businesses and for-profit enterprises may be presenters in library-sponsored events so long as the information presented is of general interest and the event is open and free to the public. Presenters may have business-related brochures, flyers, or other information on display for interested attendees to pick up. Similarly, PCCLD may permit the sale of books or products created by presenters in conjunction with a library-sponsored program. PCCLD staff responsible for coordinating a program must approve sales in advance. Managing payment transactions is the sole responsibility of the performer and money will not be accepted by library staff.

Copyright
PCCLD adheres to all relevant and applicable United States copyright laws, including Title 17 of the United States Code titled, “Copyrights.” Materials may be used or provided by programming staff for nonprofit, educational, personal, and scholarly purposes. Transmission or reproduction of protected items beyond that allowed by “fair use” requires the written permission of the copyright holders.

Library staff are not liable for use of copyrighted materials by any hired presenter or community partner beyond that allowed by “fair use.” Performers and musicians who use music, movies or other copyrighted material are responsible for obtaining any necessary copyright permission and or licensing for non-original works

Non-Library Sponsored Programs
Community members and agencies may reserve meeting rooms for the purpose of facilitating their own programs or outreach activities. PCCLD does not sponsor these community programs or activities, nor does PCCLD provide marketing support. Setting up tables for outreach purposes is not permitted outside of meeting rooms and promotional signage outside the room is limited to an 8.5x14” poster or sign, unless otherwise approved by the branch manager.

Programs and outreach activities at branch libraries is limited to the distribution of information about available services or resources. No delivery of services (counseling, medical or behavioral health treatment, screenings or assessments, etc.) are permitted without adding PCCLD as an additional insured on the hosting individual or agency’s insurance policy.

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Library Programs and Public Relations

03.07.01.G4 Program Accessibility Guidelines

PCCLD actively seeks to include a variety of programming options that represent a wide range of genres, formats, ideas, and expressions with a multitude of viewpoints and perspectives that reflect the diversity in our community and world. Programs are offered free of charge to all patrons regardless of age, race, ability, religion, familial beliefs, sexual orientation, gender identity, or political affiliation. PCCLD's philosophy of open access to information and ideas extends to library programming and PCCLD does not discriminate through its programming. Programs will be available on a first-come, first-served basis. The library reserves the right to limit the number of attendees permitted and may deny attendance to anyone who is disruptive to audience members, the program facilitator, or library staff, as well as anyone in violation of the Library's Rules of Conduct. If a registrant is unable to attend an event that requires registration, PCCLD requests that the patron cancels their reservation so someone on the waitlist can join the event. Staff reserves the right to move a registrant to the waitlist if they are found to be consistently absent from programs for which they registered without notice of cancellation.

Fees

The library strives to provide the vast majority of its programming free of charge. However, in some instances a nominal fee may be charged:

1) To recover the cost of a presenter, materials, or supplies when it would otherwise not be feasible to offer the program.
2) To cover the cost of an educational program which provides an official certification or endorsement.
3) As an entrance fee for certain events held such as a fundraiser to benefit the Library, sponsored by the Friends of the Library or Library Foundation.

Age Restrictions
Some programs may be developed for a particular audience or age group such as children, teens, or adults. The library reserves the right to set age recommendations for programs. In determining appropriate age recommendations, staff will consider suitability of program materials, format, presenters, relevancy and suitability of topic, and programming methods for the intended audience. Programs designed for specific audiences will be publicized accordingly.

ADA and Assistive Services
Programs will be developed with consideration for the principles of accessibility, equity, and inclusivity. Library programs will comply with all applicable laws, including the standards and requirements of ADA and state or local disability accessibility guidelines. If a program is held in a location not controlled by the library, the library should assure that the space is accessible to all library users. Reasonable accommodations will be made to ensure that programs are accessible to all who wish to attend and participate. Any individuals who plan to attend any functions at the library and who require reasonable accommodations may submit a request with a minimum of five days advance notice through the library's website or or by contacting the Manager of the Rawlings Library and Customer Experience at (719) 562-5648 or via email: accessibility@pueblolibrary.org.

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Library Programs and Public Relations

03.07.01.G5 Program Outcomes and Evaluation Guidelines

Intended Program Outcomes

PCCLD programs are offered with the following outcomes in mind. Program participants may benefit in any or all of the following ways:

1) Develop new skills, knowledge, or proficiencies that promote lifelong learning
2) Expand awareness of differing perspectives, cultures, and ideas
3) Improve awareness and use of library resources, services, or programs
4) Contribute to community-building

Evaluation

Evaluation forms or surveys may be distributed to program participants to help library staff evaluate the impact and success of library programs, as well as to solicit feedback for future programs. Recurring programs such as storytimes, book discussions, English Language Learning (ELL) and Adult Literacy classes with repeat attendees should receive a program evaluation at least once per quarter. The data collected through these forms and surveys will remain confidential and may be used for annual library reporting purposes.

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03.07.01.G6 Program Rules of Conduct

Program attendees have the right to expect to participate in programs and events in an orderly environment. Library staff and/or security personnel shall take appropriate actions to ensure that all customers use the library in an acceptable, safe, and respectful manner while attending programs. Unacceptable conduct includes, but is not limited to, any disruptive behavior that:

- harasses or annoys others
- results in physical, emotional, or mental injury to the perpetrator or others
- interferes with the library business of other customers or staff,
- is illegal.

Any customer in violation of the Library Rules of Conduct or “Guidelines Governing Use of the Library” will be notified by library staff or security personnel that the behavior is inappropriate. Failure to comply with behavioral expectations can result in expulsion from the library and/or suspension of library privileges.

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03.07.01.G7 Use of Program Photography and Video Guidelines

PCCLD reserves the right to use any photography and/or video produced during programs at any location within the Pueblo City-County Library District, without the expressed written permission of those included within the photograph/video. PCCLD may use the photograph/video in publications or other media material produced, used, or contracted by PCCLD including, but not limited to, newsletters, brochures, invitations, television, websites and promotional marketing If attendees wish not to be included in photographs or videos, they must explicitly notify program facilitators.

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Library Programs and Public Relations

03.07.01.G8 Library Visit and Tour Guidelines

PCCLD offers scheduled library visits and tours to introduce and welcome visitors of all ages to the public library and to share information about the programs, resources and services offered by PCCLD. We aim to establish rapport between library staff and visitors and to create exceptional customer experiences through high-quality service. It is our mission to nurture curiosity, provide free and open access to information, encourage the joy of reading, and engage visitors in opportunities for lifelong learning.

Library tours can be scheduled upon request and customized for small groups, school classes and community organizations.. Whenever possible, visits and tours should be arranged at least two weeks in advance. Visits and tours may be requested online using the 'Plan A Visit' form on PCCLD's website: https://www.pueblolibrary.org/PlanAVisit.

Staff may assist patrons in-person or via phone with scheduling a visit by completing the online form on the patron's behalf. These forms will be received by designated staff and will be forwarded to the appropriate department(s) depending on the services and location requested. Upon receipt of the visit request form, visits and tours should be coordinated by the manager or their designee at each location. The manager or their designee may coordinate with other departments to expand the scope of the tour or to arrange personnel needed to conduct the tour, as appropriate.

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Library Programs and Public Relations

03.07.01.P1 Visits and Tours

Opportunities for school class, adult and community group visits and tours are encouraged and welcomed by PCCLD. Whenever possible, visits and tours should be arranged at least two weeks in advance. Visits and tours should be scheduled with either the supervisor (or his or her designee) of the Youth Services, Readers Advisory and Reference, Special Collections, or InfoZone areas at the Rawlings Library depending on the age and needs of the group. Visits and tours to PCCLD's other libraries should be scheduled with the supervisor or his/her designee at each location. If necessary, the supervisor may coordinate with other departments to expand the scope of the tour or to arrange personnel needed to conduct the tour.

PURPOSES:

To acquaint children and adults with the resources of the public library so that they will enjoy using it as a community resource.

To introduce children and adults to the library staff as individuals who are interested in helping them.

To stimulate an appreciation of information and all its formats and the joy of reading.

To create a pleasant, welcoming atmosphere in the public library.

TOURS AVAILABLE:

- A full tour of the Rawlings Public Library lasts 1-2 hours. It is recommended that full tours be planned for only those who are 3rd grade and older and those who are able to walk the 110,000 square feet of the building. Full tours include:
    - Facts and information about the Rawlings Library Building.
    - Walking through the shelving and explaining what items are in each area of the building.
    - Answering general questions about the Library.

- Brief tours of the Rawlings Public Library can be arranged, and every effort is made to accommodate the specific needs of the group requesting the tour which may include research assistance or instruction.

- A tour of PCCLD's other libraries or a tour of a particular department or service area of the Rawlings Library (Youth Services, Reference and Readers Advisory, Special Collections, or InfoZone), lasts approximately one hour. Youth Services tours may include stories, and may be customized based on the needs of the group.

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Library Programs and Public Relations

03.07.02 Public Relations

PCCLD is committed to maintaining an ongoing public relations program that promotes library services and resources to all its present and potential customers. This includes promoting community awareness of library services, stimulating public interest and usage of PCCLD libraries and programs, and developing public understanding and support of PCCLD.

It is the responsibility of:

- Each person on PCCLD's staff to help create a positive image of PCCLD by providing friendly and effective public service, and by communicating policy and procedures governing library services to customers.

- PCCLD's Executive Director or his/her designee to maintain contact with government officials, opinion leaders, service clubs, civic associations, and other community organizations in promoting library services and activities, to conduct periodic surveys of community members to assure PCCLD is responsive to the interests and needs of citizens, and to authorize PCCLD sponsorships of community programs, classes, exhibits and other activities that further the goals and mission of PCCLD.

- PCCLD's Community Relations staff to work with media outlets to keep the public aware and informed of PCCLD and to produce and distribute newsletters, brochures, and other promotional materials through regular mailing, on PCCLD's web site and bulletin boards, and through other effective methods of reaching the public.

See Also:

03.05.02	*Bulletin Boards, Information Racks and Distribution of Free Materials*
03.05.03	*Exhibits and Displays*
03.05.06	*Partnerships and Sponsorships*
03.07.01	*Library Programs and Events*

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Library Programs and Public Relations

03.07.02.P1 Website Homepage Spotlight

The Community Relations Department will determine which events and/or programs are to be featured in the spotlight portion of the PCCLD homepage. Staff should forward to the Community Relations Department events and/or programs suggested for spotlighting on the library's homepage.

PCCLD's website spotlight is used to post current information. Only current events and programs will be posted on the library's homepage spotlight.

Posting too many events defeats the purpose of spotlighting. A maximum of five events and programs will normally be posted in the spotlight section of the homepage. Events and programs will be prioritized for spotlighting based on the investment made by PCCLD to the event or program, and by the potential audience size and interest.

All library events will be listed in the monthly PCCLD newsletter and posted on the "Upcoming Events" sidebar on the homepage.

PCCLD's homepage spotlights will feature library information only, and links to external businesses or organizations will not normally be included.

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Library Programs and Public Relations

03.07.03 Communications

The CRO, with guidance from the Executive Director, has primary responsibility for communicating all information pertaining to the operations and activities of PCCLD. This is accomplished through the variety of communication tools currently available, as well as new communication technologies as they are developed.

Communication meeting any of the following criteria must have approval from the head of the of Community Relations department or his/her designee:

- communications bearing the name or logo of PCCLD;
- communications paid for with PCCLD funds;
- communications publicizing PCCLD activities intended for distribution to the public;
- communications with members of the press concerning PCCLD activities

This includes:

- publications, including print and electronic, including online publication through social media and other websites;
- print and broadcast advertising;
- photos, audio and video used to represent PCCLD to a mass audience or in any materials covered by the communication policy;
- press releases, media releases, and general correspondence with members of the press.

This does not include:

- regular internal communication,
- general correspondence (written or electronic).

The Executive Director may waive these requirements for certain projects.

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Library Programs and Public Relations

03.07.03.G1 Guiding Principles of Communication

PCCLD recognizes that effective communication is essential to providing high-quality customer service and publicizing the library's programs and services. The purpose of the Communications Policy is to affirm and promote the library's commitment to effective communication with its stakeholders. Communications with library customers, community members, governmental organizations and news media will be based on the library's Communications Plan and Guide. The Community Relations Office (CRO) will develop and implement the plan, as approved by the Executive Director, and work with PCCLD staff throughout the district to make sure the procedures are understood. Official communication of library positions, services, routine issues, activities, or events is the responsibility of the Director of Community Relations under the Executive Director's direction.

The CRO has a staff of professionals whose expertise includes: writing, graphic art, fundraising, video production, event planning and coordination, design and printing. These professionals are able to advise staff and produce materials that meet this policy. Other departments are strongly encouraged to work with CRO in planning communications to meet the communications policy, as well as to ensure that library resources are used in the most cost-effective manner.

The CRO only publicizes library events or partnership events. Events by other organizations can be posted on PCCLD's community bulletin boards with approval from the CRO, as well as in the community literature racks per the library's posting and literature distribution policies.

The Community Relations Office (CRO) uses the Communico system to promote programs. The graphic below is a simple graphic that demonstrates how requests to promote programs or events should be submitted to CRO. All employees hosting programs should follow these procedures to request and ultimately receive proper promotion:

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Library Programs and Public Relations

Promoting your programs

Four points to keep in mind



DEADLINE
1st day of the month

It is now required that the program is entered into Communico by the programmer, then published by the branch or department manager.



MARKETING DESIGNATION
Request marketing

Global Feature: this is a feature used only for multi-branch, district-wide programs. This feature listing should be used in coordination with CRO to develop a marketing plan specifically for this event/program.

Branch Feature: These programs will receive posters, flyers, a newsletter listing, and an online calendar listing i.e. a recurring program or program using the monthly theme, or a one-time program).



NOTES FIELD
Requesting social media and or additional print assets

Branch Feature with a note: If social media is requested, within the notes field, add "Social Media Requested" and state the preference for the program to be posted to Facebook either 14 days or five days from the program date.

If specific marketing needs are required (i.e. flyers sent to every branch, bookmarks, or anything outside of what is provided within the Branch feature), please add the words "Special Feature" in the notes tab and detail what is needed and by when.



PUBLISHING
Manager will publish

The branch or department manager will review then publish the program or event into Communico.

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Library Programs and Public Relations

03.07.03.G2 Marketing Guidelines

The Community Relations Office (CRO) is here to help provide a variety of services and methods to make the promotion of programs, events and resources as successful and impactful as possible. As library employees, our mutual goal is to promote the library in a positive way so the community knows about the programs, services, and resources at PCCLD. These guidelines are intended to help the CRO strategically include program, service, or resource to district-wide marketing and all district communication channels, allowing the CRO to complete the greatest number of requests in the most effective and efficient fashion possible.

When promoting a resource or program, it is important to decide the best way to convey the information. It is also important to acknowledge that in a given month, PCCLD hosts hundreds of programs in addition to its current and ongoing services. When considering how to promote a program or service, it's important to be strategic with the marketing requests and take into account that not all programs, events, services, or resources are able to be given the highest level of marketing support.

CRO uses the Communico and HelpDesk platforms for staff to request marketing support. These platforms provide coordination, efficiency, and accountability around the marketing that is requested and ultimately fulfilled by CRO. Please remember that the marketing received will only be as good as the information received by CRO. When entering anything about an event or when asking for marketing support, it's important to provide all needed details about the event. To make a request, please include details, such as the title, date, time, location, presenter information, a brief description of the program, any logos and or images if applicable, and any information that is important to communicate to CRO and the greater public. It is also important to review the event details submitted to ensure the information submitted to CRO is accurate. Submit suggestions for graphics or photos if a specific image is wanted or needed. The CRO will view the content provided, and if necessary, discuss any changes that would benefit the promotion of the service or program.

When requesting marketing, library staff should plan programs and events a minimum of 30 days out from the event date. All events/programs must be entered into Communico by the 1st of the month prior to the month they are being held. This lead time allows the CRO to produce print and electronic pieces that have been through a proper design process, include all information in the library program guide, and schedule all district marketing in a strategic and timely fashion. The goal of CRO is to have all printed promotional and electronic materials available two weeks in advance of the event, program, or resource launch, which is in line with best practices for promotions.

Outside of monthly programs and events, the CRO requests a minimum of 30 days lead time before the marketing materials are needed (note: this is two weeks before marketing materials are needed, not the start of the event). On the rare occasion, there may be circumstances that require a greater length of time to complete a request. CRO recommends early conversations about publicity and marketing so a proper plan can be created in tandem with all library departments involved.

Requesting publicity materials from CRO

STEP 1: All Programs and events should be included in the library's online calendar

Marketing requests should start with the determination of including the program, event, or resource in the online calendar. PCCLD utilizes the web-based system, Communico, to coordinate a district-wide, public-facing calendar of library events. The online calendar must be used when marketing a program or event that is held on a certain date or time. All programs and events must submit marketing requests via Communico. If marketing materials are not submitted via Communico by the monthly deadline and marketing is requested outside of the Communico system, CRO will not fulfill these requests. Using the correct system and respecting deadlines is needed to ensure that all marketing throughout the district is completed in an accurate, timely, and effective way.

STEP 2: Requesting marketing materials using the Communico calendar.

Programs and events should be entered into the Communico calendar system by the first of the previous month. This provides enough time for patrons to view the program in the online calendar and allows adequate time for promotional materials to be completed. All calendar submissions must be entered into Communico fully published and approved by the 1st of the previous month to be included in any district marketing (i.e. all programs entered for the month of May must be completed by April 1st). It is important to have all needed and accurate information submitted to the online calendar including a clear program/event description, time, date, age group, event type, contact information, and location are just some of the details to be included in the request to ensure marketing materials are accurate and sufficient.

The first day of the month is the marketing submission deadline for the following month. By the end of the day on the 1st of the month, all information should be entered, accurate and published/approved in Communico. If the first of the month falls on a Saturday, Sunday or holiday, events/programs should be entered into Communico prior to these dates.

Each event should have a review process before being approved and ultimately published. It will be the responsibility of the individual entering their program or event and their manager to have all necessary and accurate information before the program or event is published to the online calendar and submitted for CRO to complete marketing materials.

Using Featured Event Listing: A simple selection within Communico's "featured event listings' allows the program to receive and request marketing. If an event does not have a selected "Featured" program setting, the event will be published within the online calendar and the newsletter, requested by the marketing deadline. Below details featured listings and what feature listings receive when indicated:

- **No featured listing**: online calendar and newsletter only.
- **Global Feature:** this is a feature used only for multi-branch, district-wide programs (i.e. multi-branch Summer Reading Programs).This feature listing should be used in coordination with CRO to develop a marketing plan specifically for this event/program.
- **Branch Feature:** These programs will receive posters, flyers, a newsletter listing, and an online calendar listing (i.e. a recurring program or program using the monthly theme, or a one-time program).
- **Branch Feature with a note:** If social media is requested, within the notes field, add "Social Media Requested" and state the preference for the program to be posted to Facebook either 14 days or five days from the program date. If specific marketing needs are required (i.e. flyers sent to every branch, bookmarks, or anything outside of what is provided within the Branch feature), please add the words "Special Feature" in the notes tab and detail what is needed and by when.

  If live streaming, a photographer, or a videographer are requested, this must also be noted within the notes feature by adding the text, "Live Stream Requested, Photographer Requested, or Videographer Requested." These text notes will denote a need for this additional service and a member of CRO will contact the requesting person to coordinate details. Please note that adding this request to your event, does not mean that this request is approved. The CRO will determine if this request is able to be fulfilled.

STEP 3: Requesting marketing for resources, services, or follow up from an existing marketing request

All program and event marketing must be submitted via Communico. However, marketing requests for new resources - services, collections, databases, or other items that do not have necessity to be listed in the online calendar must be submitted via the Help Desk. When making a request via the HelpDesk, select the Community Relations Department under the "Group" tab. It is important to include all relevant details to ensure CRO will be able to successfully promote the resource or service efficiently and effectively.

The HelpDesk request system can be used to request follow-up marketing materials (i.e. a need for additional flyers or program guides from the initial request).

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Library Programs and Public Relations

Understanding Digital Marketing at PCCLD

Social media is a tool that can be used to promote programming and events. It is also a tool that PCCLD can use for featuring library services, facilities, special features, branding awareness, fundraising, and other needs of the district.

Social media post requests should be limited to four post requests per month per department/branch; any additional post requests will be considered on a case-by-case basis by CRO. Posts will be scheduled either two weeks (14 days) or five days in advance of the program to allow for consistent scheduling. Social media requests will not be accepted via the HelpDesk ticket system and will only be accepted via Communico events published by the monthly marketing deadline. Only one post per event will occur. If an event is district-wide, CRO will determine the frequency and post type.

All social media pages must be managed and created by CRO. The CRO is the approved public information source, no external social media page(s) should be created outside of the department and should not attempt to be the official voice of PCCLD. All library programs, events, and resources should be publicized within an existing PCCLD created social media page, no program, event, or resource should have its own social media page unless approved by CRO.

PCCLD has several social media channels that are used to promote PCCLD's services, events, and resources. These channels include:

- **Facebook (PCCLD, district-wide page):** This page is the district brand of PCCLD and will be used to post only district-wide events, district-wide programming (i.e. heritage month programming that is district wide, kickoffs, etc.), library services, collection items, branding, fundraising activities, etc. This page is under the discretion of the CRO.
- **Facebook (Individual branch pages):** These pages should be used as a branch specific tool. These pages will be the pages that will list branch marketing requests. These pages will also receive some district-wide postings (i.e. closures, service updates/additions, fundraising activities). The post requests for branch programming will come solely from the submissions in Communico. Tags, likes, and shares on all Facebook pages are under the discretion of the CRO.
- **Instagram (PCCLD, district-wide page):** This platform only has a PCCLD district presence. This page will be treated the same as the PCCLD Facebook page. There are no branch pages for Instagram and this is because Instagram is not a bulletin board for all events.

Instagram should be used as a branding and awareness platform where PCCLD can post reels, pictures from events, and gain awareness of PCCLD overall. This platform is under the discretion of the CRO.

- **X (Formerly known as Twitter):** This platform is primarily used to convey messages from the district as an organization (i.e. new programs, announcements, press releases, etc.) PCCLD utilizes this platform to distribute messages that can be noted by the communications community. This platform is under the discretion of the CRO.

PCCLD's Website can be used to display information and market PCCLD featured programs, services, and resources. The PCCLD website is designed to feature three or four items at a time, the space available is finite. These items and what is featured is under the discretion of CRO. These featured areas will contain information including the monthly PCCLD theme(s), library services, databases, and/or special announcements/features.

Email blasts are used to promote the monthly library program guide and specific-interest programs and services to a list of email subscribers, library donors, and active Friends of the Library members. Eblasts, their content and frequency is under the discretion of CRO.

Live Streaming, photography, and videography are methods and functions that the CRO uses to publicize and market library programs, services, and events. Library staff may request live streaming, photography, and videography to be fulfilled by the CRO. Please note that not all requests can be fulfilled, and the CRO will ultimately determine if this is a viable request.

News Media and Media Releases

Media releases can be requested for major events that impact the district as a whole, or attract a wide audience.

Special Note: If requesting a Press Release, the program/event host and/or the manager must make a request via the HelpDesk system. This request must provide detailed information about the program or event including a description of the program, event, or service, biographical information about the presenter, how the program will benefit the participants, and any other information that will make this newsworthy to the media (newsworthy means the program or service is about a current issue or timely topic that's relevant to the community). This information can be submitted in bullet points, in complete sentences or as a narrative.

Paid Advertising

Paid advertising is used to promote specific-interest programs and services outside of PCCLD owned marketing and communication platforms and is information released to the media. Paid advertising is up to the discretion of CRO.

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Library Programs and Public Relations

PCCLD's Community Relations Department
The CRO is housed in the Administration Wing on the 3rd floor of the Rawlings Library, located at 100 E. Abriendo Avenue. The hours of the department are 8:00 a.m. to 5:00 p.m., Monday through Friday, and evenings and weekends when called for by special events and other library programs. All PCCLD staff are encouraged to email, call or make an appointment for face-to-face meetings to discuss any issues or provide feedback.

Executive Director of Pueblo Library Foundation and Strategic Initiatives
Name: Nick Potter
Email: nick.potter@pueblolibrary.org
Phone: 719-562-5605

Manager of Community Relations
Name: Sara Schwartz
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Phone: 719-553-0220

Marketing Manager
Name: Ann Boyden
Email: ann.boyden@pueblolibrary.org
Phone: 719-562-5606

Multimedia Marketing Specialist
Name: Jay Ramos
Email: jay.ramos@pueblolibrary.org
Phone: 719-562-5600 (ext. 222)

Website Manager
Name: Michelle Vigil
Email: michelle.vigil@pueblolibrary.org
Phone: 719-562-5612

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Resources

03.08.01.R1 Resource Documents

Americans with Disabilities Act (ADA)
http://www.ada.gov/

Children's Internet Protection Act (CIPA)
https://www.ala.org/advocacy/advleg/federallegislation/cipa

Code of Ethics
https://www.ala.org/united/sites/ala.org.united/files/content/trustees/orgtools/policies/ALA-code-of-ethics.pdf

Code of the City of Pueblo
https://library.municode.com/co/pueblo/codes/code_of_ordinances

Colorado Revised Statutes
https://leg.colorado.gov/agencies/office-legislative-legal-services/colorado-revised-statutes

Colorado Talking Book Library
http://www.cde.state.co.us/ctbl/

Confidentiality of Library Records
https://www.ala.org/advocacy/intfreedom/statementspols/otherpolicies/policyconfidentiality

Copyright Law
http://www.copyright.gov/title17/

Freedom to Read Statement
https://www.ala.org/advocacy/intfreedom/freedomreadstatement

Freedom to View Statement
https://www.ala.org/advocacy/intfreedom/freedomviewstatement

Friends of the Pueblo City-County Library District
http://booksagain-pueblo.com/friends.html

Guidelines for Developing a Library Privacy Policy
https://www.ala.org/advocacy/privacy/guidelines

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Guidelines on User Behavior
https://www.ala.org/advocacy/intfreedom/guidelinesdevelopment

Intellectual Freedom Handbook
https://cal-webs.org/IF_Handbook

InterLibrary Loan Code for the United States (2008) and supplemental statement
http://www.ala.org/Template.cfm?Section=InterLibrary_Loan&template=/ContentManagement/ContentDisplay.cfm&ContentID=31579

Interpretations of the Library Bill of Rights
https://www.ala.org/advocacy/intfreedom/librarybill/interpretations

Library Bill of Rights
https://www.ala.org/advocacy/intfreedom/librarybill

Library-initiated Programs as a Resource: an interpretation of the Library Bill of Rights
https://www.ala.org/advocacy/intfreedom/librarybill/interpretations/programsdisplays

Planning for Results Library Service Responses
http://www.lrs.org/documents/cor/PFRsvcresponses.pdf

Public Library Standards for Colorado
https://www.cde.state.co.us/cdelib/standards/index

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Resources

03.08.01.R2 Legal Citations

The violation of any federal or state statutes or local ordinances on the premises of a PCCLD library will also be regarded as a violation of PCCLD's Customer Code of Conduct. The laws and ordinances that follow are cited only as examples *(See 03.08.01.R1 Resource Documents: Children's Internet Protection Act (CIPA), Code of the City of Pueblo, Colorado Revised Statutes).*

Guidelines Offense	Federal	Colorado Revised Statutes	Code of the City of Pueblo
Alcohol or Drugs		12-47-901 25-1-310(1)	11-1-207(b) & (c)
Animals			11-4-15(a)
Disruptive Behavior		18-9-106(1)	
Distributing Leaflets			7-3-21 7-3-22 7-3-24
Harassment		18-9-111(1) 18-3-206 (Menacing) 18-9-117(1)(c) 18-7-301(1) 18-7-302(1)	11-1-206
Internet	Children's Internet Protection Act (CIPA)	24-90-601 through 24-90-606	
Obscene/ Vulgar language		18-9-106(1)(a)	
Panhandling, Loitering, Selling or Soliciting		18-9-117(1)	11-1-202
Privacy		24-90-119 (Privacy of User records) 24-72-204(2)(a) (Public Records Act)	
Refusing to Leave		18-9-110(3)	11-1-406
Removing Materials without checking them out		18-4-401 24-90-117	11-1-407
Skateboarding or Skating		18-9-117 18-4-501(1)	15-1-8(17) 1415
Smoking or Chewing Tobacco			7-6-2(a) 7-6-1 to 7-6-14
Sexual Conduct		18-3-404(1.7) 18-7-301(1) 18-7-302(1)	11-1-206
Vandalism		18-4-501 18-4-509(2) 24-90-117	11-402(a)
Weapons		18-9-106(1)(f) 18-12-105(1)	11-1-601 11-1-705(a)