CUSTOMER SERVICE POLICIES & PROCEDURES

Posted 7/10/20mv
CUSTOMER SERVICE

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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 web site and at each library location. In the case of emergency closings, notice will be reported to the local news media and posted on the Library’s web site.

See Also: 03.05.06.G1 Satellite Partnership Guidelines
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 web site remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases and computer software are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD’s Internet Access Agreement.

To the extent possible, PCCLD upholds and affirms the right of adults to have access to constitutionally-protected materials. Customers accessing the Internet are responsible for complying with all applicable federal, state, and local laws and regulations. Prohibited content is defined by the Children’s Internet Protection Act (CIPA) and the Colorado Revised Statutes, Article 90, Part 6, 24-90-601 through 24-90-606.

PCCLD uses filtering software on customers’ access to the Internet in order to comply with the Children’s Internet Protection Act (CIPA) and other applicable federal, state and local laws, statutes, and ordinances. PCCLD offers enhanced filtering for minors under the age of 18 and basic filtering for adults. Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers.

The blocking and unblocking of Internet sites for basic and enhanced filtering shall be described further in PCCLD’s Internet Access Agreement. Customers may request that a site be blocked or unblocked by completing a Citizen’s Request for Change in Internet Access form. Library staff will evaluate the site and notify the customer of the decision as promptly as possible.

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.

See Also:  
03.01.02.F1 Internet Access Agreement  
03.01.02.F2 Citizen’s Request for Change in Internet Access  
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03.01.02.F1  Internet Access Agreement

Customers logging onto PCCLD provided public library computers or the Internet are required to consent to the Internet Access and Wireless Use policy and the Internet Access Agreement before using the library’s Internet services.

Policy

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 web site remotely or via wireless access points within a PCCLD library without any time limitations.

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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.
INTERNET ACCESS AGREEMENT

This global electronic network may contain materials which are out-of-date, illegal, controversial or offensive to individuals. Although PCCLD cannot assure the accuracy or currency of the information, easy links to selected sites are provided which are believed to be authoritative and reliable.

Customers must have a valid PCCLD library card to use Library Internet computers. There is a daily time limit for each customer using the computers.

The Library uses filtering software on Internet computers. It is used to assist in preventing access to sites which violate the Children’s Internet Protection Act. The current basic filter blocks sites featuring pornography, sex, and nudity. The software also allows the library staff to override a block or to place a block.

It is strongly recommended that parents supervise their child’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, and warn them against the disclosure of personal information when using electronic mail, chat rooms and other forms of direct electronic communications. Library customers under the age of 18 have more restricted access to the Internet. For minors, the library’s enhanced filter is set to block sites featuring pornography, sex, nudity, lingerie and swimsuits, illegal or unethical activities, web chat, racism/hate, illicit or unethical use of computer technologies, personal dating, and violence.

Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers that are not located in the Children’s area of a library. Access to an unfiltered internet session from said computers is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification aged 17 or older. For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must be present at the Library to complete an 03.01.02.F3 Internet Consent Form that grants permission for their children to request and receive an unfiltered session on PCCLD’s filtered computers. This form can be completed at library service desks.

Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a 03.01.02.F2 Citizen’s Request for Change in Internet Access form. This form is available online and at library service desks. Library staff will evaluate the site in light of the customer's request and notify the customer of the decision. If individuals are not satisfied with the action taken, they may appeal to PCCLD’s Executive Director.

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.

Acceptable use includes respect for the privacy of other users and to maintain the integrity of the computer system.

Unacceptable use includes using the Internet for any illegal purpose, transmitting obscene or threatening material and using the system in a manner that precludes or hampers its use by others.

Failure to abide by PCCLD’s policy on Internet Access and Wireless Use and this Internet Access Agreement may result in the loss of Internet privileges.

Policy Reference: 03.01.02 Internet Access and Wireless Use

See Also: 03.01.02.F2 Citizen’s Request for Change to Internet Access
03.01.02.F3 Internet Consent Form – Permission for Minors to Request an Unfiltered Internet Session at the Library
CITIZEN’S REQUEST FOR CHANGE TO INTERNET ACCESS

Your name (optional):

Address:

City: Zip: Phone:

The following site(s) should be accessible on library computers, as access to the site does not violate library policy.

Web site address(es):

The following site(s) should be blocked from access on library computers, as access to the site violates library policy.

Web site address(es):

Send completed form to: IT Manager
Internet Consent Form

Permission for Minors to Request an Unfiltered Internet Session at the Library

I understand that the library uses 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 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 and to be able to request and receive an unfiltered Internet session 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
(Please Print)
the minor child listed below.

Name: ____________________________________________________________
(Please Print)

Library Card #: __________________________

Signed: ___________________________________________ Date: ___________
Parent or Legal Guardian

Witnessed by: ___________________________________________ Date: ___________
Library Service Desk Staff

Completed, signed form is to be kept by the minor child and presented to library staff with the child’s library card each time the child requests an unfiltered Internet session.
03.01.02.P1  Requests for Unfiltered Internet Access

PCCLD uses filtering software on Internet computers to assist in preventing access to sites which violate the Children’s Internet Protection Act (CIPA). All PCCLD Internet computers have basic filtering which blocks sites featuring pornography, sex, and nudity. The software also allows the library staff to override a block or to place a block.

Library customers under the age of 18 have more restricted access to the Internet. For minors, the library’s enhanced filter is set to block sites featuring pornography, sex, nudity, lingerie and swimsuits, illegal or unethical activities, web chat, and racism/hate, illicit or unethical use of computer technologies, personal dating, and violence.

Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD-provided public computers that are not located in the children’s area of the library. Staff cannot disable the filter for customers using their own computers or mobile devices to access PCCLD’s Internet.

- Access to an unfiltered Internet session is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification showing proof of age.

- For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must complete an 03.01.02.F3 Internet Consent Form that grants permission for their child to request and receive an unfiltered Internet session. This form can be completed at library service desks. After the Internet Consent Form has been signed by the parent or legal guardian, library staff will disable the Internet filter for the child for that Internet session. Each time a child requests a subsequent unfiltered Internet session, it is the responsibility of the child to present the completed form with the child’s library card to authorize library staff to disable the filter.

Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a 03.01.02.F2 Citizen’s Request for Change of Internet Access form. This form is available online and at library service desks. Library staff will evaluate the site and notify the customer of the decision.

Temporarily Disabling the Internet Filter
Before library staff can disable the filtering software, the customer’s age should be verified using the customer’s library card profile. Visiting customers without a PCCLD library card must present photo identification showing a date of birth to verify age. For minors (age 16 and under) to request and receive an unfiltered Internet session, the parent or legal guardian must have completed an Internet Consent Form.
The customer requesting library staff to disable an Internet Filter will have encountered the screen shown here:

![Internet Filter Screen](image)

The customer may have already searched for further options as shown above and reached the following screen requesting a Username and Password.

![Username and Password Screen](image)

Each public service desk has been issued a secure Username and Password to enable library staff to temporarily disable the filtering software blocking the requested Internet site. PCCLD’s Information Technology staff also has access to the Username and Password for each service desk.

After the library staff member disables the filter, the customer will have unfiltered Internet access for the remainder of that Internet session only. Subsequent requests for unfiltered access will require the customer to request library staff to repeat the process or request a permanent change to Internet access as described below.

Filters on public computers in the children’s area of the library will not be disabled for any reason.

**Permanent Changes to the Internet Filter**

Customers (adults and minors) may request that a specific web site on library computers be permanently blocked or made accessible using the 03.01.02.F2 Citizen’s Request for Change to Internet Access. The form is available online or at public service desks. The completed form should be sent to Information Technology Manager who will make a determination whether the adjustment requested will be made.

**CUSTOMER SERVICE – Access to Library Services**

Effective: 01-21-2010

Requests for Unfiltered Internet Access

APPENDIX# 03.01.02.P1
The site will be evaluated, and the customer will be notified of the decision. If individuals are not satisfied with the action taken, they may appeal to PCCLD’s Executive Director.

Policy Reference: 03.01.02 Internet Access and Wireless Use

See Also: 03.01.02.F1 Internet Access Agreement
03.01.02.F2 Citizen’s Request for Change to Internet Access
03.01.02.F3 Internet Consent Form – Permission for Minors to Request an Unfiltered Internet Session at the Library
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, tablets and e-readers.

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

See Also: 03.01.02 Internet Access and Wireless Use
Assistive Listening Equipment Request
Customer Service Desk (1st Floor)

Assistive listening equipment may be used for special events, library tours, training sessions, group meetings and/or library story times in the Rawlings Public Library only.

In order to use this equipment in the Library, the responsible person will need to:

1. Ask the Customer Service Desk staff to provide:
   ______Pocketalker Pro Kit, which includes transmitter/receiver/microphone, 1 earphone, 1 neck loop.
   ______Assistive Listening Kit, which includes a transmitter and lapel microphone, 1 receiver, 1 earphone, 1 headphone, 1 adult neck loop, and 1 splitter.

   Additional Devices
   ______Receiver w/earphones
   ______Earphones
   ______Headphones
   ______Neck loops
   ______Splitters

2. Present a Pueblo City-County Library District card.
   If the responsible person does not have a Pueblo City-County Library District card, some form of picture identification is required. Upon return of all issued equipment to the Customer Service Desk, the library card or picture ID will be returned to the responsible person.

3. Sign this agreement form and give it to Customer Service Desk staff.

4. Immediately after use, return equipment to Customer Service Desk staff.

NOTICES:
1. Conversations that are broadcast by the Library’s transmitters are on an FM band frequency, and they are intended for the general public to hear. If the program participants have their own listening devices that can receive FM signals, they may be able to use them instead of the Library’s equipment.

2. **CAUTION:** 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.

3. It is a felony offence to deface, damage, or destroy public property, including this assistive listening equipment.

---

Staff Use Only:

_____________________/_______  
Check-out Date and Time

_____________________/_______  
Check-in Date and Time

Responsible Person Signature and Phone Number
Assistive Listening Equipment Request  
InfoZone / Ryals Room (4th Floor)

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

Assistive listening equipment may be used for special events, training sessions, group meetings, and cable programs or movie presentations held in the InfoZone Theater and/or Ryals Room.

In order to use this equipment in the library, the responsible person will need to:

1. Ask the InfoZone Service Desk staff to provide:
   - Receiver w/earphones
   - Earphones
   - Headphones
   - Neck loops
   - Splitter

2. Present a Pueblo City-County Library District card.
   If the responsible person does not have a Pueblo City-County Library District card, some form of picture identification is required. Upon return of all issued equipment to the InfoZone Service Desk, the library card or picture ID will be returned to the responsible person.

3. Sign this agreement form and give it to InfoZone Service Desk staff.

4. Immediately after use, return equipment to InfoZone Service Desk staff.

NOTICES:
1. Conversations that are broadcast by the Library’s transmitters are on an FM band frequency, and they are intended for the general public to hear. If the program participants have their own listening devices that can receive FM signals, they may be able to use them instead of the Library's equipment.

2. **CAUTION:** 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.

3. It is a felony offence to deface, damage, or destroy public property, including this assistive listening equipment.

_______________________________________
Responsible Person Signature and Phone Number

---

**Staff Use Only:**

_____________________/_______  
Check-out Date and Time

_____________________/_______  
Check-in Date and Time

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CUSTOMER SERVICE – Access to Library Services  
Assistive Listening Equipment Request – InfoZone / Ryals Room (4th floor)  
Effective: 01-19-2010  
Appendix# 03.01.03.F2
03.01.03.G1 Public Computers and Other Equipment Use Guidelines

Customers may use computers at the Rawlings, Barkman, Lamb and Pueblo West Libraries. All public computers are equipped with Internet Access and Microsoft Office 2007. Computers at the Rawlings and Pueblo West Libraries are available for use for up to 90 minutes per day. Computers at the Barkman and Lamb Libraries are available for use for up to 60 minutes per day.

Reservations can be made for computer use in half-hour increments in person or online. If a customer arrives more than 10 minutes late, the reservation may be forfeited if someone else wishes to use the computer.

No more than one person may use a computer at a time. Exceptions may be made by library staff.

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

Copies made using the library’s photocopiers or microfilm reader / printers and printouts from the library’s public computers are available for a fee.

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

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

USB ports on public computers can be used to connect a customer owned flash/jump drive or similar device.

Customer owned headphones may also be used where headphone jacks are easily accessible. Function keys (F10-F12) are enabled to mute and control headphone sound volume.

Computers may not be physically moved in order to use a public computer's USB port or headphone jack.

Compatible USB storage media devices and ear buds may be purchased at the library’s customer service desk.

Policy Reference: 03.01.03 Public Computers and Other Equipment Use

See Also: 03.01.03.S1 Public Computer Use Schedule
03.02.05.S1 Library Fee Schedule

CUSTOMER SERVICE – Access to Library Services
Public Computers and Other Equipment Use Guidelines

Effective: 01-19-2010
03.01.03.G2 Temporary Visitor Pass Guidelines

Visitors to PCCLD’s libraries who are in Pueblo County for a short period of time and who are not eligible to obtain a PCCLD library card may request a temporary visitor pass at any library service desk. In general, other customers who are not yet PCCLD card holders or who also only need to use the library’s computers for a short period of time may request a temporary visitor pass.

This pass can only be used for one-day 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 or to request more than one temporary visitor pass per day. Customers logging in on a PCCLD computer with a visitor pass are subject to a daily time limit of up to 60 minutes.

Temporary visitor passes may be issued to customers to provide additional computer time after a system outage, to reserve and/or use a PCCLD public computer to conduct a customer training session, or to accommodate a customer’s special need.

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

Anyone may use their own computer or mobile devices to access PCCLD’s wireless Internet service free of charge without any time limitations. A temporary visitor pass is not required to obtain the library’s wireless Internet service, and the library’s Internet filter cannot be disabled for customers using this service.

Issuing the customer a temporary visitor pass

Staff will issue a temporary visitor pass to all eligible customers upon request. On limited occasions, staff may need to ask for proof of age. Adult customers will be issued a temporary visitor pass with a default setting of unfiltered (basic) access. Customers who are minors (age 17 or less) will be issued a temporary visitor pass with filtered (enhanced) access.

Residents in PCCLD’s service area are expected to register for a library card to use PCCLD’s public use computers. Colorado residents living outside of PCCLD’s service area may be eligible to apply for a nonresident library through the Colorado Libraries Collaborate (CLC) program. Nonresident 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.

Policy References: 03.01.02 Internet Access and Wireless Use  
03.01.03 Public Computers and Other Equipment Use  
03.02.01 Library Cards  
03.02.04 Circulation of Materials
03.01.03.G3 Assistive Technology Equipment Guidelines

Auxiliary aides and interpreter services are available to individuals with disabilities upon request. Customers may ask library staff for assistance.

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

Training materials, assistive technology workstation tips sheets, and assistive listening device use instructions are available at the staff service desks at the Rawlings Public Library. Customers may schedule a general workstation or assistive technology equipment orientation session with a trained volunteer on an appointment basis. Customers may call 719/562-5656 to set up an appointment or the express an interest in volunteering to help other customers to learn how to use the library’s assistive technology.

To schedule the use of auxiliary aids or interpreter services for a library event or program, customers will need to notify the library’s meeting room coordinator at 719/553-0226 at least one week in advance.

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

**Assistive Listening Devices** – Customers may ask staff at the Customer Service Desk (1st floor) for assistance locating a device that best suits the customer’s needs. Each of the following devices is compatible with telecoil equipped hearing aids (works also without hearing aids).

- Williams Sound Pocketalker Pro – Portable handheld amplifier for one-on-one or small group conversations that simultaneously minimizes background noise.
- William Sound amplification system – installed in the Ryals meeting room and InfoZone Theater (4th floor) to improve the audibility of meetings, special events, and movie screenings. Mobile wireless units are also available for use in other meeting rooms and for scheduled library tours and children’s story hours

**Visual/Mobility Assistance Workstation (AT1)** – 3rd Floor – Special Collections

- JAWS screen reading software
- OpenBook scanning screen reading software
- ZoomText screen magnifying software
- Dragon Naturally Speaking speech recognition software
- Power adjustable table / ergonomic chair
- Large print / ergonomic keyboard
- BigTrack trackball mouse
Learning / Reading Assistance Workstation (AT2) – 1st Floor - Youth Services
- Read & Write Gold text-to-speech literacy software
- WYNN Wizard text-to-speech literacy software
- Dragon Naturally Speaking speech recognition software
- Power adjustable table / ergonomic chair
- Large print / ergonomic keyboard
- BiGtrack track ball mouse

Supercom 4400 TTY – 2nd Floor – Reference and Readers Advisory desk
- Telecommunication device for the deaf (TDD) for library staff to use to communicate with customers who also use a TTY. Customers may call 719/553-0236 (TDD) to communicate with the library staff at the desk.

The above equipment was purchased with federal funds from a Library Services and Technology Act grant and supplemented by donations from the individuals in the community and from a donation by the Friends of the Pueblo City-County Library District.

Policy Reference: 03.01.03 Public Computers and Other Equipment Use
03.01.05 Americans with Disabilities Act (ADA)

See Also: 03.01.03.F1 Assistive Listening Equipment Request Form (1st floor)
03.01.03.F2 Assistive Listening Equipment Request Form (4th floor)
# Public Computer Use Schedule

## Public Computer | Location | Availability for Reservation | Time Limits |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Express Computers</td>
<td>Rawlings (1st and 2nd Floor) Barkman &amp; Lamb Libraries</td>
<td>No</td>
<td>30 min 15 min</td>
</tr>
<tr>
<td>Game Computers</td>
<td>Rawlings (Youth Services, 1st Floor) Barkman, Lamb &amp; Pueblo West Libraries</td>
<td>No</td>
<td>60 min</td>
</tr>
<tr>
<td>Computer Workstations</td>
<td>Rawlings (Youth Services, 1st Floor) Rawlings (Teen Central, 2nd Floor) Rawlings (Special Collections, 3rd Floor) Barkman and Lamb Libraries Pueblo West Library (Youth Area)</td>
<td>Yes, up to 7 days before use</td>
<td>60 min</td>
</tr>
<tr>
<td>Computer Workstations</td>
<td>Rawlings (Adult Services, 2nd Floor) Pueblo West Library (Adult/Teen Areas)</td>
<td>Yes, up to 7 days before use</td>
<td>90 min</td>
</tr>
<tr>
<td>Audio/Visual Computers</td>
<td>Rawlings (Teen Central 2nd Floor)</td>
<td>Yes, up to 7 days before use</td>
<td>90 min</td>
</tr>
<tr>
<td>Visual/Mobility Assistance Workstation - AT1 Learning / Reading Assistance Workstation - AT2</td>
<td>Rawlings (Special Collections, 3rd Floor) Software: Dragon Naturally Speaking, JAWS, OpenBook, and Zoom Text Rawlings (Youth Services, 1st Floor) Software: Dragon Naturally Speaking WYNN Wizard, and Read and Write Gold Equipment Available: Power Adjustable Table, Wide Screen Monitor, Large Print Keyboard, BIGtrack Mouse, Scanner, and a Microphone/Headset</td>
<td>Yes, up to 7 days before use</td>
<td>60 min</td>
</tr>
</tbody>
</table>

**Library staff login assistance is required for the following workstations:**

| Genealogy / Nonprofit Workstations | Rawlings (Special Collections, 3rd Floor) | No | Varies, 1 to 5 hours |

**Note:** All public computers are equipped with Internet Access and Microsoft Office 2007.
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 his/her designee.

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

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

See Also: 03.01.05 Americans with Disabilities Act (ADA)
03.01.04.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. The library will sometimes post a comment on a nearby bulletin board to share with all customers, and the comment might also include a response from management explaining current practices or announcing future plans.

This Comment 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.
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 his/her designee.

See Also:  
02.02.00    Equal Employment Opportunity (EEO) Policy (Employee Guidelines)  
02.02.02    Disability Accommodation (Employee Guidelines)  
03.01.03.F1    Assistive Listening Equipment Request (1st floor)  
03.01.03.F2    Assistive Listening Equipment Request (4th floor)  
03.04.01.P1    Colorado Talking Book Library  
03.04.03    Library Outreach Services
CUSTOMER CONCERN (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 know your ideas on 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: ____________

Please see attached Americans with Disability Act policy

ORIGINAL FORM TO: Executive Director
COPY TO: Associate Director
POLICY STATEMENT: 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 his/her designee.
03.01.05.P1  Grievances Concerning Service 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 should contact PCCLD’s Executive Director. A form entitled “Customer Concern (ADA)” is available from library staff for any citizen. Completed forms will be reviewed by the Executive Director and a formal response made in a timely manner.

See Also:  03.01.05.F1  Customer Concern (ADA)
USE OF MATERIALS

03.02.01 Library Cards

PCCLD Library cards are free to applicants who reside or own property within Pueblo County. PCCLD also offers reciprocal borrowing privileges to other Colorado residents who hold a valid Colorado Libraries Collaborate (CLC) library card.

Library customers are expected to present library cards each time materials are checked out from the library. Customers have individual control over their library card and are responsible for materials checked out on their card and any fees associated with it. Card holders are responsible for immediately reporting to the library when their card is lost or stolen. There may be a fee to replace lost or stolen cards. Library cards remain valid until cancelled at the customer’s request or when purged by the library after a period of inactivity.

Registration for a library card is to establish a person’s identity and contact information and to acknowledge responsibility for library materials checked out on a card. Customers are responsible for keeping this information current. The following are requirements to obtain a library card:

1. Adults must present proof of identity and proof of residence. Acceptable proof shall consist of one identification piece with a photo that includes the applicant’s name and current address (e.g., a Colorado Drivers License) or two pieces of identification containing the applicant’s name and current address. The parent or legal guardian of minors must also present the same proof of identity and residence to obtain a library card for children under age 18.

2. There is no age requirement to obtain a library card; however, the signature of a parent or legal guardian is required on applications for children under age 18.

3. Adults assume responsibility for material checked out to their library cards, and for any materials checked out to their child’s card.

Library cards may also be necessary for access to online library services.

See Also: 03.02.02 Confidentiality of Library Customer Records
03.02.01.F1 Adult Library Card Application

The sample Adult Library Card Application shown below is also available in Spanish. Library card applications and their printed variations are available at the customer service desk at each PCCLD library. PCCLD library card applications are also available at the school media service desks at each PCCLD community satellite library.

Pueblo City-County Library District Adult Library Card Application

Print

Last Name
First Name
Middle Name

Street Address

Mailing Address (P.O. Box) City

Zip
Email

Phone
Birth date (mm/dd/yr.) /

Notify me of available items, overdue items, and library events by:

email, phone

By applying for a library card you are agreeing to the provisions set forth on the back of this card. Please read before signing.

Signature

Your library card may be used at all Pueblo City-County Library District locations. It is for your own personal use. You are responsible for all material borrowed or charges incurred on your library card. Minors under the age of 18 years and the parent/guardians are responsible. Please report lost or stolen cards immediately to prevent unauthorized use.

The library charges fines for material kept past the due date, and reserves the right to refuse further service until overdue materials are returned and account balances paid. The library may employ a third party to assist in retrieving excessive overdue materials and/or fees.

Please report changes of name or address immediately.
03.02.01.F2  Minor Library Card Application

The sample Minor Library Card Application shown below is also available in Spanish. Library card applications and their printed variations are available at the customer service desk at each PCCLD library. PCCLD library card applications are also available at the school media service desks at each PCCLD community satellite library.

---

Pueblo City-County Library District
Minor Library Card Application

Print ___________________________ First Name ___________ Middle
Last Name

Name

Street Address ____________________________
Mailing Address (P.O. Box) ____________________________ City ____________
Zip ____________________________ Email ____________________________

Phone ( ) ____________________________ Birth date (mm/dd/yr.) __ / __

Notify me of available items, overdue items, and library events by:

email, phone

By applying for a library card you are agreeing to the provisions set forth on the back of this card. Please read before signing.

Minor Signature ____________________________

Print Parent/Guardian Name ____________________________

Parent/Guardian Signature ____________________________

---

Your library card may be used at all Pueblo City-County Library District locations. It is for your own personal use. You are responsible for all material borrowed or charges incurred on your library card. Minors under the age of 18 years and the parent/guardians are responsible. Please report lost or stolen cards immediately to prevent unauthorized use.

The library charges fines for material kept past the due date, and reserves the right to refuse further service until overdue materials are returned and account balances paid. The library may employ a third party to assist in retrieving excessive overdue materials and/or fees.

Please report changes of name or address immediately.
Confidentiality of Library Customer Records

PCCLD supports and complies with the Colorado Library User Records Privacy ACT (C.R.S. 1972, 24-90-119) 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, but will not be disclosed to others except upon the request or consent of the library customer, or pursuant to subpoena, court order, or otherwise required by law. 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. Examples of carrying out library operations include but are not limited to:

1. Disclosing a customer’s record to a third party collection agency when the customer has outstanding fees, returned checks, damaged or unreturned library materials.

2. PCCLD enforcing approved rules of behavior, protecting its facilities, computer network and equipment from harm, or preventing the use of library facilities and equipment for illegal purposes.


See Also:
- 03.02.03 Identity Theft
- 03.02.06 Collection Agency
- 03.08.01.R1 Resource Documents: Intellectual Freedom Handbook, Guidelines for Developing a Library Privacy Policy
03.02.03 Identity Theft

PCCLD collects personal identifying information from its customers including their name, address, telephone number and date of birth.

This personal identifying information is protected from distribution or dissemination in accordance with Colorado Revised Statutes, Section 24-72-204(2)(a) (Public Records Act) which allows the custodian of certain records, including in some instances name, address, telephone number and date of birth, to withhold them from public inspection.

PCCLD shall adopt and administer an identity theft program to encourage diligence in preventing identity theft in the conduct of its operations. To detect possible identity theft, PCCLD shall require customers, when necessary, to provide personal identifying information when establishing accounts or modifying accounts.

Suspicious personal identifying information shall include documents which appear to be forged or altered, the failure to provide documentation when requested, or the providing of information which is inconsistent with information previously provided. If suspicious personal identifying information is encountered, PCCLD, if deemed appropriate, shall not open or alter the account and, if deemed appropriate, the person who opened the account shall be notified and/or local law enforcement shall be notified. The PCCLD Executive Director shall be responsible for the continuous development, implementation and oversight of this program. A report shall be provided annually to the PCCLD Board of Trustees on the status of this program and any required enhancements.

See Also: 03.02.02 Confidentiality of Library Customer Records
03.02.04 Circulation of Materials

Library materials will be loaned to customers holding a valid PCCLD library card for the established loan periods. Some specialized materials may have additional checkout requirements in addition to a PCCLD library card. Materials that are not returned by the due date will be subject to overdue fees, recovery fees, and/or replacement fees.

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

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 or consulting PCCLD library materials.

In the case of minors, any restrictions placed on the selection or use of materials in the collection is the responsibility of the parent or guardian of such minors. Some specialized materials, at the discretion of the Executive Director or his/her designee, may be restricted from use by persons whose age is 17 and younger.

See Also: 03.02.01 Library Cards
03.02.04.F1  Hold Request Online

The sample Hold Request Online form shown below is available on the library’s website. Customers may complete the form online, or staff may complete the form for the customer if necessary.
03.02.04.P1  Requests to Hold Materials Procedure

Library customers may request material by asking that it be placed on hold, or the customer may place the hold online. The first copy to become available will be held for the customer, who will be notified either by email, telephone or U.S. Mail. Only five (5 items) may be requested by telephone to be on hold at any one time. Material will be held for seven (7) days for the customer. The held item may be sent to any library location for the convenience of the customer. The total number of items a customer may have on hold is limited to 25.

See Also:  03.02.04.F1  Hold Request Online

www.pueblolibrary.org

USE OF MATERIALS

CUSTOMER SERVICE – Use of Materials  Effective: 08-27-2009
Requests to Hold Materials Procedure  APPENDIX# 03.02.04.P1
# Loan Period and Overdue Fee Schedule

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Loan Period</th>
<th>Hold</th>
<th>Hold Limit</th>
<th>Renewable</th>
<th>Overdue Fees per item</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Books, Audio Books, Magazines (except current issues)</td>
<td>21 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>10¢/day</td>
<td>50</td>
</tr>
<tr>
<td>TV Shows, Nonfiction (DVD)</td>
<td>14 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>10¢/day</td>
<td>5</td>
</tr>
<tr>
<td>High-demand movies</td>
<td>7 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>$1/day</td>
<td>5</td>
</tr>
<tr>
<td>Storytelling Kits (CSAT)</td>
<td>21 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>10¢/day</td>
<td>5</td>
</tr>
<tr>
<td>Reference, Newspapers, and Special Collections</td>
<td>In-Library use only</td>
<td>No</td>
<td>N/A</td>
<td>No</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Puppets</td>
<td>21 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>10¢/day</td>
<td>5</td>
</tr>
<tr>
<td>Music on CD</td>
<td>7 days</td>
<td>Yes</td>
<td>25</td>
<td>*twice</td>
<td>10¢/day</td>
<td>5</td>
</tr>
<tr>
<td>Video Games</td>
<td>7 days</td>
<td>Required</td>
<td>1</td>
<td>No</td>
<td>50¢/day</td>
<td>2</td>
</tr>
</tbody>
</table>

*Materials on hold by another borrower cannot be renewed. Maximum overdue fee per item is $3 unless noted otherwise.

## Overdue Material:

Customers are responsible for all materials borrowed on their library cards. Overdue fees continue to accrue until the material is returned or renewed. Overdue fees may be paid at the time of return or at a later date. When the borrower’s account exceeds $10, borrowing privileges will be suspended until sufficient fees are paid to reduce the balance owed to less than $10. The library’s primary interest is in getting the material back so it can be available for other customers.

Overdue notices may be sent by E-mail, telephone, or U.S. Mail. E-mail and telephone messages will be generated the first day the item becomes overdue. Paper notices are sent 7 days past the due date and again 21 days past the due date. Notices are courtesies only. Failure to receive an overdue notice does not exempt the borrower from overdue fees.

Materials containing multiple items will not be checked in until all items have been returned. Overdue fees will be charged if all items have not been returned by the due date.

The cost of materials that are lost or damaged will be charged to the borrower’s account.

If materials are not returned or fees are not paid, the borrower’s account may be referred to a collection agency and a non-refundable fee of $10 will be added to the borrower’s account.

### Policy Reference:

- **03.02.04** | Circulation of Materials
- **03.02.06** | Collection Agency
03.02.05 Library Fees

PCCLD's mission is the provision of free and open access to information. Fees may be charged for abuse of PCCLD's circulation policy (Policy# 03.02.04) including but not limited to fees for overdue, lost, or damaged library materials. Other services will be fee-based including but not limited to replacement library cards, photocopies, printouts, document delivery, and returned checks.

The PCCLD Board of Trustees delegates to the Executive Director the authority for establishing library fees. Fees will be reviewed on a regular basis and adjusted as necessary. The Executive Director 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
03.02.06 Collection Agency
There are no fees for the following PCCLD services:

- Initial library card for PCCLD
- Use of Internet access computers, personal computers, and software
- Check out of circulating materials
- Replacement library card

Fees for other PCCLD services:

- Computer 2 GB Flash Drive: $6.00 each
- Ear Buds: $2.00 each
- Interlibrary Loan: Fees may be charged by a lending library
- Computer Printing/Photocopies:
  - Computer Printing (Black & White): $0.10/page
  - (Color, if available): $1.00/page
  - Photocopies (Black & White): $0.10/page
  - (Color, if available): $1.00/page
  - Copies from Microfilm Readers Copies of PCCLD public records: $1.00/each request+$0.10 per page over 10
- Overdue Fees:
  - Books, media material, magazines: $0.10 per day
  - Movies: $0.10 per day
  - Interlibrary Loan Overdue Notice: $15.00 plus charges levied by the 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:
  - Customer Pick-up: $1.00 per article + $0.10 per page over 10
  - Mail: $3.00 per article + $0.10 per page over 10
- Photographs from Special Collections:
  - Digital files via email: $12.00 per image
  - Digital files via jump drive: $12.00 per image plus $6.00 for media

CUSTOMER SERVICE – Use of Materials
Library Fee Schedule

Effective: 01-01-2020
APPENDIX# 03.02.05.S1
When an item is lost or returned damaged and it has been determined by library staff that the item cannot be returned to the shelf for further circulation, or if a media set is returned with lost or damaged pieces, the following will apply:

- Customer is charged for any overdue fees, the replacement cost of the item or media set, and a $5.00 fee to cover the library's cost for processing the replacement.
- At the discretion of a Library Supervisor, a customer may be charged $10.00 for each lost or damaged piece in a media set in lieu of the media set’s complete replacement cost. In any event, the customer charges are not to exceed the replacement cost of the complete media set.

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

A collection agency may be used to assist in return of materials and for fee collection.

Policy Reference: 03.02.05 Library Fees
03.02.06 Collection Agency

PCCLD provides fair and equal access of 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 record being submitted to the collection agency. The contact information in the customer’s record will be used to provide such notification. If the efforts of the collection agency do not result in the return of materials or payment of outstanding fees, the collection agency is authorized by PCCLD to refer the delinquent account to a credit reporting bureau.

The Executive Director 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 Cards  
03.02.02 Confidentiality of Library Customer Records  
03.02.05 Library Fees
Overdue and Collection Agency Procedure

PCCLD sends courtesy overdue notices as a first attempt to notify customers of outstanding items. Failure to receive such a notice does not exempt the cardholder from any overdue fees.

Notices are sent by E-mail, telephone, or regular mail. Email and telephone notices generate the first day the item becomes overdue. When an item becomes twenty-eight days overdue, a second notice is sent stating the replacement cost. If the item is returned, the replacement cost of the item is cleared from the account, but the overdue fees remain.

When items become 51 days overdue and the amount is $50 or more a courtesy notice is sent to the customer from a collection agency. If the items are not returned and the outstanding fees are not paid within 51 days, the collection agency will proceed with the collection process.

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

If, after all other attempts have been exhausted, the material and fees remain 60 or more days outstanding and the outstanding charges are $50 or more, the account will be referred on to a credit bureau reporting agency by the collection agency. Minors are not referred to a credit bureau.

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.
- Inform the customer that as a general rule collection management fees will not be waived.
- Refer the customer to a supervisor when the dispute cannot be resolved.

The Executive Director serves as the final arbitrator of disputes.
FEE COLLECTION PROGRAM
Overdue Fines/Fees & Collection Timeline
(All Activities Subject to Change Based on Business Needs)

PCCLD Internal Notice Process

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 7</th>
<th>Day 21</th>
<th>Day 51</th>
</tr>
</thead>
</table>

- Email and Phone Call
- Item Declared Lost, Valued Billed to Patron Account

PATRON ACCOUNT SUBMITTED TO WAKEFIELD & ASSOCIATES FOR COLLECTIONS ACTIVITIES

When account balance is $50 or more
(Accounts of minors are not applicable)

Wakefield Collection Processes

<table>
<thead>
<tr>
<th>Day 1</th>
<th>Day 7</th>
<th>Day 60</th>
</tr>
</thead>
</table>

- Letter and Initial Phone Call is placed
- Phone calls and other collections activities continue
- Payment activity reported to PCCLD weekly. Patron account is updated as needed.
- Credit Bureau Reporting
FEE COLLECTION PROGRAM
Effective January 6, 2020

The Pueblo City-County Library District (PCCLD) Fee Collection Program is designed to foster adherence to library district lending and public service policies and procedures. The Fee Collection Program includes the following details:

• Fines and fees are assessed and collected in accordance with the following policies, forms and schedules:
  o 03.02.01 Library Materials
    ▪ 03.02.01.F1 Adult Library Card Application
    ▪ 03.02.01.F2 Minor Library Card Application
  o 03.02.04 Circulation of Materials
  o 03.02.05 Library Fees
    ▪ 03.02.05.S1 Library Fee Schedule
  o 03.02.06 Collection Agency

• Overdue fines and fees are due to PCCLD when assessed. Upon lack of payment for 51 days, overdue accounts with a balance of $50 or more are referred to Wakefield & Associates collections agency (hereafter referred to as Wakefield).

• Collection activities are subject to Wakefield’s customary operating procedures including, but not limited to, phone calls, letters, asset attachment review, address skip tracing, small claims court, etc.

• After 60 days, Wakefield will perform credit reporting to appropriate credit bureaus.

• Payments can be made anytime to PCCLD or Wakefield. Payment plans for accounts referred to Wakefield can ONLY be made with Wakefield.

• Processing fees up to $5.00 can be waived by PCCLD staff with approval by department/branch manager.

• Patron accounts are blocked at $10. Once the balance is paid to an amount below $10, the patron can begin checking out materials again.
FAQs FOR WAKEFIELD COLLECTIONS PROCESS

Why does the library need a collections program?

For more than two decades, Pueblo City-County Library District has engaged the services of a collection agency to collect past due materials and fees. All of the library’s materials are taxpayer provided, so it’s important to have as many materials available for everyone as we can. That’s why we have due dates—so that each patron can have an item for a reasonable amount of time. We have several options for patrons to renew without fines. When materials are not returned when due, we hold those patrons accountable. Carefully managing our library collection is our responsibility.

What happens with patron accounts with fines/fees totaling less than $50?

PCCLD is managing collection activities for patron accounts with fines/fees less than $50 by sending out notices to patrons.

If we explain this to a patron and the patron is angry, what should we do?

As always, seek out your Supervisor or Manager for assistance. If further assistance is needed, please reach out to the Circulation Supervisor (ext. 641) or the Associate Executive Director (ext. 652).

What if the account is sent to collections due to an error?

Upon knowledge and understanding of the error, PCCLD will fix the error on the patron’s account.

What if credit reporting has already happened? Can this be cleared up?

Yes, Wakefield will submit correcting information to the credit bureau.

Are accounts of minors (under the age of 18) referred to Wakefield?

No, patron accounts for minors are not referred to Wakefield for collections.

How long will it take to update the patron account when a payment is received by Wakefield?

Information is exchanged weekly between PCCLD and Wakefield. Payment updates will likely happen within 5-10 business days.

Is PCCLD intending to become fine free?

Being fine-free is a separate activity and is unrelated to collections activities. PCCLD will continue attempting to collect outstanding fees for the replacement of lost materials regardless of whether overdue fines are assessed or not.
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.


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
**Interlibrary Request Form**

**Note to Library user: Some Interlibrary loans take up 2 to 3 weeks to arrive**

**Book, Audio, or Visual Request**
- **Title**
- **Author**
- **ISBN# (if known)**
- **OCLC Accession # (if known)**

**Journal or Article Request**
- **Publication Title**
- **Author**
- **Volume**
- **Issue**
- **Date**
- **Page Number(s)**

---

**Customer Information**
- **Customer Name**
- **Address**
- **City**
- **Zip Code**
- **Phone**
- **Library Card #**
- **Email**
- **Office Use:**
- **Staff Initials**

---

**Order Interlibrary Loan Online**

1. Go to [www.puebloibrary.org](http://www.puebloibrary.org) Search, Interlibrary Loan Request
2. Fill in any of the fields to locate an item
3. Click on the blue title then follow the directions
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
- Audio books on tape or CD
- Journal, Magazine, or Newspaper articles (copies)
- Educational, entertainment and television series on VHS and DVD
- Children and Young Adult Books and Audio Visual Materials
- Music on CD
- Microfilm
- Other items: Please check with your librarian

What materials will not be loaned by PCCLD?
- Materials with a publication date within the past year
- Special 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 go 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 dates and terms of use. Items are checked out to customers in Workflows using the Special Due Date helper. Renewals are not allowed.
• If a borrowed item 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 possess 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 Loan 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 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 719-562-5637.
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, statues, and ordinances when using PCCLD libraries, materials, resources, computers, etc.

Materials are provided by the library for nonprofit, educational, personal, and scholarly purposes and 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  
03.08.01.R1 Resource Documents: Copyright Law
Copyright and Licensing Agreements Guidelines

Under Title 17 of the United States Code titled, “Copyrights,” and other federal regulation related to the duplication, retention and use of copyrighted materials, libraries may provide limited copying services for their customers.

The following notice of copyright will be prominently displayed on PCCLD unsupervised equipment (photocopiers, microfilm reader/printers, tape/CD player/recorders, fax machines, etc.) that can be used to copy library materials:

NOTICE: 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 the Library staff.

NOTICE: 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 in the 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.

The following notice on database usage will be included before the listing of any databases on PCCLD’s web site:

NOTICE: Database Usage: Anyone may use databases from computers within any PCCLD library. Due to licensing agreements with database providers, unless stated otherwise, you must have a valid resident library card issued by PCCLD to use PCCLD’s databases remotely from any location outside the library. All users are responsible for adhering to copyright laws and database and software licensing agreements and restrictions.

The following guidelines must be followed for PCCLD to comply with copyright laws:

- The copied material must display the following information: “NOTICE: This material may be protected by copyright law. (Title 17 U.S. Code)”
- The material must become the property of the customer, and PCCLD must have no notice that the material will be used for anything but “private study, scholarship, or research.”
- Material may not be copied in large quantities nor should it substitute for subscription to or purchase of materials.
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
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, Nuestra Biblioteca, a Nonprofit Resource Center, and a Vocational & Business Center.
03.03.02.F1 Material Request Online Form

The sample Material Request Online form shown below is available on the library’s web site under “I Need Material,” then “Can’t Find It? Request It.” Customers may complete the form online, or staff may complete the form for the customer if necessary.
03.03.02.F2 Material Request Form

The “Material Request” form shown below is available at library service desks.

<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Publisher</th>
<th>Check One:</th>
<th>Other:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Book</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Audio Book</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>DVD</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>

The title must be already published/released. There is a limit of two active material requests per customer.

<table>
<thead>
<tr>
<th>Name</th>
<th>Library Card #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>City</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone #</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

Notes:

Staff Initials

If the Library proceeds to acquire the item, you should see it listed “ON HOLD” on your account within two months. After two months have elapsed, you may assume the item was not acquired.
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 on the library’s web site under “I Need Material,” then “Can't Find It? Request It.”

In the event that the online form is not available, customers may make an offline request for materials to be acquired by completing and submitting a “Material Request” form.

The title must be already published/released. There is a limit of two 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.

If the library proceeds to acquire the requested item, the customer should see it listed “ON HOLD” on their account within two months. If two months have elapsed, the customer may assume the item was not acquired.

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
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)
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
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.

Jon Walker
Executive Director
GIFTS / DONATIONS

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.

CUSTOMER SERVICE – Collection Development
Gifts / Donations Form

Effective: 02-08-2010
APPENDIX# 03.03.04.F2
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 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 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 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 processing.

4. Items not added to the collection will be sent to the Outreach Services Supervisor who will determine if the materials can be used for outreach services or should be forwarded to the Friends of the Library.
03.03.05 Request for Reconsideration of Materials

Individuals may disagree with materials that do not support their own views or values on a subject or that are not compatible with their beliefs. Library staff is available to identify alternate materials that may be available. A formal, written request for reconsideration of materials may be submitted to the Executive Director. These forms are available at each location.

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 material will be removed 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. No material will be knowingly added to the library collection that has previously been determined to be in noncompliance with the law.

The Executive Director and other library staff consider each formal request in terms of the criteria outlined in PCCLD’s Material Selection Policy, principles of the ALA Library Bill of Rights and related statements, and other appropriate sources. The Executive Director will respond in a timely manner in writing to a customer’s request for reconsideration. The response will indicate the action to be taken and reasons for or against the request. An item will be evaluated for reconsideration only once in a 12-month period.

See Also: 03.03.02 Material Selection
REQUEST FOR RECONSIDERATION OF MATERIAL

Please complete this form which will be used by a review committee appointed by the Executive Director of the Pueblo City-County Library District. After the committee makes a recommendation regarding your request, you will be notified in writing of the library’s decision.

Name__________________________________________________________________________
Address______________________________________________________________________
City__________ Zip________ Telefoneno__________

Representing: □ Self □ (name of organization/group) ______________________________

Title______________________________________________________
Author____________________________________________________
Publisher________________________________ Date Published

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

What do you believe is the subject of this item?____________________________________

To what in the material do you object? (Please be specific)_________________________

What are your recommendations concerning the material?___________________________

Customer Signature ___________________________ Date______________________________

Note: Send original to the Executive Director
PCCLD hears and considers inquiries from customers about materials in the collection or about the absence of materials from it. Materials are not automatically removed or added in response to customer inquiries. The Library’s Collection Development policy 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.

The following procedures shall be followed in considering objections about Library materials:

**Material in the Collection**

1. Upon receipt of an objection from a customer about material in the collection, staff shall provide the customer with the “Request for Reconsideration of Material” form and explain the importance of it being filled in completely.
   a. The staff member should be courteous and understanding, but not defensive.
   b. Recognize that the objection is about the material 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 item in question.
4. Pass the form along without delay, in accordance with the procedure.

**Complaint Procedure**

The library considers customer objections to material in its collection only when the objections are submitted in writing. The “Request for Reconsideration of Material” form may be used for this purpose.

When the customer completes the form, the item and the form are sent to the PCCLD Executive Director. The Executive Director will assign a committee of librarians to review the material and professional reviews of the item.

After reviewing the material, the committee shall decide on a recommendation as to whether or not the title is to be retained in the collection. This recommendation and the item shall be forwarded to the Executive Director with any supporting materials and reviews collected. Meanwhile, all other copies of the title shall remain in the collection and available for public use, subject only to routine controls normally placed on that material.
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 the complaint and resulting decision.

This review process will be completed in a timely manner.

**Material Absent from the Collection**

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

**Policy Reference:** 03.03.05 Request for Reconsideration of Materials

**See Also:** 03.03.05.F1 Request for Reconsideration of Materials
03.04.01 Customer Information Services

PCCLD staff provides assistance to customers in an efficient, courteous and timely manner. Information services available include, but are not limited to, providing answers to specific questions, suggesting or locating library materials and electronic resources in response to customer’s stated information needs or reading interests, 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 look-ups in response to a customer’s factual question in a timely manner. Extensive staff research assistance is not available.

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

The library provides a document delivery fee-based service consisting of printed articles from PCCLD magazines, newspapers and other reference materials. Fax service is limited to information provided as part of the document delivery service.

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
03.04.01.P1  Colorado Talking Book Library

Staff at PCCLD’s libraries will provide information and application assistance to persons eligible to enroll in the State Library’s Colorado Talking Book Library program. More than 50,000 titles are available in recorded, large print or Braille formats as well as magazines available in recorded and Braille formats, and a variety of descriptive videos. Playback machines are also provided.

Customers are required to complete an application for this service. Any Colorado resident who meets one of the following criteria is eligible: legally blind; cannot see well enough to read standard print material; unable to handle print books or turn pages; or have a reading or learning disability severe enough to prevent reading in the usual manner. The application must be signed by a certifying authority. There is no charge to registered participants. The equipment and materials are delivered to the customer at no charge.

Current information and application forms are online (See 03.08.01.R1 Resource Documents: Colorado Talking Book Library). Additional information and further assistance can be obtained by contacting the Colorado Talking Book Library at 303-727-9277 or 1-800-685-2136 toll free outside the metro Denver area.
The Executive Director is the official custodian of records related to the operation of PCCLD. In accordance with Colorado Revised Statues 24-72-203, the official custodian of any public records may make such rules with reference to the inspection of such records as are reasonable necessary for the protection of such records and the prevention of unnecessary interference with the regular discharge of duties of the custodian.

In consideration of the need to prevent unnecessary interference with the regular business of the library, it is necessary to adopt procedures regarding request for information from members of the public.

Persons requesting review of public records must schedule an appointment with Human Resources, and all efforts will be made by Human Resources to schedule an appointment within three business days. Requests for appointments to review public records may be made in person, by telephone, or in writing. If a person wishes to be given copies of any public records, a reasonable copy charge of $1.00 per page will be payable upon delivery of the documents. 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.

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, said request must be made to the designated custodian of records in writing. Once such request is received, the custodian of records, or designated staff member, 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 official custodian 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.


03.08.01.R1 Resource Documents: Open Records Act, Colorado Revised Statutes, 24-72-202 Public Records Definitions, 24-72-203 Public Records Open to Inspection.
PCCLD provides access to the public to a special collection archive at the Rawlings Public Library devoted to preserving rare, scarce, and fragile materials. These archived special collections are primarily devoted to the research of western history and genealogy.

Included in the archived collections are materials that pertain to historical archaeological sites in Colorado. Restrictions on access to this collection are described in a procedure on "Restricted Access to Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado."

Access to these collections is determined by the Executive Director or his/her designee. Staff assistance is provided in using the collection’s resources and in demonstrating handling and use of the materials.

See Also: 03.04.01 Customer Information Services
03.04.02.P1 Restricted Access to a Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado
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**

Formats 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 / Owner

________________________________________________
Address

________________________________________________
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
Description of Material: ________________________________________________________________
___________________________________________________________________________________
Subject Matter: ______________________________________________________________________
Format of Material:    □ Photograph    □ Audio recording    □ other (describe) ____________
Name of Purchaser: ________________________________________________________________
Address: ________________________________________________________________
Phone: ________________________________________________________________
Institution Represented: ________________________________________________________________
Materials Purchased (Give a brief description of the item)
1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 
I agree to credit the Pueblo City-County Library District as the source if any of the materials I use are published or used in an audio-visual presentation, etc. I agree not to duplicate the items listed above for any purpose without the express written permission of the Pueblo City-County Library District, and not to sell or give the materials to any other individual or institution.

__________________________________________  ______________________________
Signature                                           Date
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 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 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
03.04.02.P1  Restricted Access to a Specialized Collection of Rare Materials Pertaining to Historical Archaeological Sites in Colorado

The Western Research Room houses a specialized non-circulating collection of rare materials on the history of Colorado, the Rocky Mountain West and Northern New Mexico with emphasis on Pueblo and the Arkansas Valley. Included in the collection are materials that pertain to historical archaeological sites in Colorado. This procedure addresses the need for sensitivity in the use of the materials on specific archaeological sites.

Customers requesting access to cultural resource information held by PCCLD that contains information covered in the Dissemination of Cultural Resource Information will be referred to the Colorado Historical Society—Office of Archaeology and Historic Preservation (OAHP) to have their qualifications reviewed. The customer must present to PCCLD staff written permission from OAHP together with valid identification that includes a photograph.

Each customer must also complete the following forms: File Access Request, Forms, Documents or maps requested, User Agreement, as described in the OAHP policy and procedures. All forms will be permanently kept on file following customer use.

Policy Reference: 03.04.02  Archived Special Collections
03.04.03  Library Outreach Services

PCCLD provides library services to persons who are unable to visit a library due to physical, economic, geographic, or other barriers. PCCLD’s outreach services may include material delivery, off-site programming, and other services as approved by PCCLD’s Executive Director.

See Also:  
03.04.01  Customer Information Services  
03.07.01  Library Programs and Events  
03.07.02  Public Relations
03.05.01 Meeting Room Use

PCCLD provides wide access to its meeting rooms on a first-come, first-served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. 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.

PCCLD allows organizations and groups to use library meeting rooms 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. Permission to use a meeting room does not imply an endorsement of the aims, policies, or activities of any group or organization by PCCLD. 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.

All activities and programs conducted in PCCLD’s libraries must comply with all federal, state and local laws and are subject to the rules and regulations of PCCLD. PCCLD reserves the right to have representatives attend any meeting held in its facilities to ensure no unlawful activities are occurring on library premises. Groups or organizations failing to comply with any part of this policy or for any of its established meeting room guidelines may be denied further use of PCCLD meeting rooms. The use of a library meeting room signifies acceptance of the terms of this policy. PCCLD reserves the right to cancel reservations or refuse use of a meeting room at any time.

PCCLD’s Executive Director or his/her designee is authorized to establish administrative procedures, rules and guidelines for this policy on a district-wide basis.
APPLICATION FOR MEETING ROOM USE  
(All Libraries)

ORGANIZATION NAME: ____________________________

MEETING ROOM USE OR ACTIVITY: ____________________________

APPLICANT NAME: ____________________________

ADDRESS: ____________________________________________________________

CITY: ______________________ STATE: ______________________ ZIP: __________

PHONE: ____________ FAX: ____________ E-MAIL: ____________________________

NUMBER OF ATTENDEES: ____________________________

SETUP: ____________________________________________________________

<table>
<thead>
<tr>
<th>REQUEST DATE</th>
<th>SETUP TIME</th>
<th>START TIME</th>
<th>END TIME</th>
<th>ROOM</th>
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</table>

Equipment must be scheduled at least 1 week in advance with the meeting room coordinator. IT staff is not available to assist with personal equipment and/or software problems.

MICROPHONE: YES □ NO □

PODIUM: YES □ NO □

LCD PROJECTOR: YES □ NO □

Available at Pueblo West & Rawlings  Not available at Barkman

Bookings are tentative until a signed application is received.

We request notification of cancellation a minimum of 72 hours prior to the event.

Failure to comply with these guidelines will result in loss of meeting room privileges.

MEETING ROOM USE INDEMNITY AGREEMENT - By signing this application, the applicant agrees to defend, protect, indemnify and hold PCCLD harmless against and from all claims arising from the negligence or fault of the applicant or any of its agents, family members, officers, volunteers, helpers, partners, organizational members or associates which arise out of the use of the meeting room including any damage or loss to PCCLD’s audio/visual systems, meeting room equipment or furnishings that occurs during the event, in preparation for the event, or during clean-up of the event. The applicant is responsible for learning to operate any Library equipment being provided prior to the meeting; time and date of the training needs to be scheduled at the time of booking.

Applicant must be a legally responsible adult and an adult must be present during the event.

Policy

PCCLD provides wide access to its meeting rooms on a first-come, first served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. 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.
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All activities and programs conducted in PCCLD’s libraries must comply with all federal, state and local laws and are subject to the rules and regulations of PCCLD. PCCLD reserves the right to have representatives attend any meeting held in its facilities to ensure no unlawful activities are occurring on library premises. Groups or organizations failing to comply with any part of this policy or for any of its established meeting room guidelines may be denied further use of PCCLD meeting rooms. The use of a library meeting room signifies acceptance of the terms of this policy. PCCLD reserves the right to cancel reservations or refuse use of a meeting room at any time.

PCCLD’s Executive Director or his/her designee is authorized to establish administrative procedures, rules and guidelines for this policy on a district-wide basis.

Guidelines

PCCLD meeting rooms are primarily designed for PCCLD programs and use. When not in use by the Library, PCCLD welcomes the use of specific rooms within its libraries for community meetings and other gatherings. PCCLD makes these rooms available on equal terms to all persons and groups, regardless of opinion or affiliation. Beginning November 1st of each year, reservations will be taken for the following year. In general, utilization of meeting rooms is limited to one event per month district-wide per organization.

All PCCLD libraries, the Rawlings Public Library, the Pueblo West Library, the Frank and Marie Barkman Library, and the Frank I. Lamb Library, have one or more meeting rooms that may be reserved for use. The size and layout of the meeting rooms vary by each library with available seating from 7 to 200 people. All PCCLD library facilities are non-smoking facilities and are accessible to people with disabilities in accordance with the Americans with Disabilities Act.

Meeting rooms are available at PCCLD libraries without charge during regular operating hours to organizations and groups consisting of 7 or more people for public meetings. Groups or individuals using library meeting rooms without charge cannot charge admission nor have private social gatherings such as showers or parties.

PCCLD reserves the right to review each room request and determine whether or not that use falls within the meeting room guidelines. Meetings will only be held during normal business hours in public use rooms. Only the Ryals Special Events Room and InfoZone can be reserved for use when the library has been closed. Meeting room use may be terminated at any time if the conduct of any group, or member of that group, is disruptive to library services, abusive or dangerous to the building, library materials, exhibits, furnishings, or individuals in the building. A completed application for meeting room use must be signed by a legally responsible adult.

Decorations: Staff at the Customer Service desk at each library will provide directions to each meeting room. Materials and decorations may be attached using tape (no nails or tacks or staples). No glitter or candles will be allowed. Decorations are not to be hung from the ceiling. Library staff is not available to assist in bringing in or taking out decorations or materials for meeting room functions.

Publicity: 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 meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. Publicity materials, invitations, fliers and press releases must clearly indicate the sponsoring group and may not list or imply the library as co-sponsor of an event or list a library telephone number as contact information. PCCLD’s Community Relations Manager should be notified of any anticipated media coverage. PCCLD reserves the right to take photographs of any event for its own records and for future promotional materials.

Food: Light refreshments may be served in all meeting rooms. Except for the Ryals Room which has a catering kitchen, there can be no catering or buffets of any kind. Light refreshments consist of bakery items (cookies, cake, donuts, sweet rolls…), drinks (coffee, tea, soda, water, juice…) and box lunches (sandwiches, chips, potato salad…).

Media Presentations: Media presentations shown in meeting 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.
Other: An adult must be present at all scheduled meetings. PCCLD staff or representatives may enter meeting rooms at any time. Individuals in a group are not allowed to move exhibits or other library equipment. Animals, with the exception of assistance animals, may not be brought into PCCLD facilities unless they are part of a library-sponsored program. PCCLD is not responsible for items or equipment left in library buildings before, during, or after an event. All events must be completed and meeting rooms vacated by library closing time.

THE APPLICANT UNDERSTANDS AND AGREES TO COMPLY WITH THE PUEBLO CITY-COUNTY LIBRARY DISTRICT'S MEETING ROOM POLICY AND GUIDELINES AND ALL PROCEDURES STATED ABOVE.

SIGNATURE

DATE
APPLICATION FOR MEETING ROOM USE
After Regular Library Operating Hours
(RYALS ROOM AND INFOZONE)

ORGANIZATION NAME:

MEETING ROOM USE OR ACTIVITY:

APPLICANT NAME:

ADDRESS:

CITY: PUEBLO
STATE: CO
ZIP: 8100
PHONE:

FAX:

E-MAIL:

NUMBER OF ATTENDEES:

SET UP

REQUEST DATE
SETUP TIME
START TIME
END TIME

NAME OF CATERER ________________________________ AMOUNT & DATE OF DEPOSIT ____________________

MICROPHONE: YES ☐ NO ☐ PODIUM: YES ☐ NO ☐ LCD PROJECTOR: YES ☐ NO ☐

ASSISTIVE LISTENING DEVICES MAY ALSO BE REQUESTED; INQUIRE AT THE 4TH FLOOR INFOZONE DESK

Policy: PCCLD provides wide access to its meeting rooms on a first-come, first served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. 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.

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PCCLD’s Executive Director or his/her designee is authorized to establish administrative procedures, rules and guidelines for this policy on a district-wide basis.
PCCLD meeting rooms are primarily designed for PCCLD programs and use. When not in use by the Library, PCCLD welcomes the use of specific rooms within its libraries for community meetings and other gatherings. PCCLD makes these rooms available on equal terms to all persons and groups, regardless of opinion or affiliation. Beginning November 1st each year, reservations will be taken for the following year. In general, utilization of meeting rooms is limited to one event per month district-wide per organization.

Note: Fees for use of the Ryals Special Events Room for all hours of use and for the InfoZone Theatre for its use after regular hours will be charged unless the event is sponsored by PCCLD or it has been preapproved for no charge use by the PCCLD Executive Director or his/her designee. The 4th floor Prefunction area has an exhibit area that is administered by the InfoZone staff. Although this area is used by PCCLD for its sponsored events, it cannot be reserved for public or commercial use or for private social gatherings.

Fees: A fee structure has been established for the Ryals Special Events Room for all hours of use and for the InfoZone Theatre for its use after regular hours. The Ryals Room may be used for community and organization meetings and events at no cost. The Ryals Room can also be used for events and meetings such as, but not limited to: private social gatherings, meetings that are closed to the public, meetings that require payment of tuition or fees, and meetings that further the specific goals of an individual or group such as recitals, political campaigns, paid tutoring classes, birthday parties, bridal/baby showers, for a fee.

PCCLD reserves the right to review each room request and determine whether or not that use falls within the meeting room guidelines. The Ryals Special Events Room and InfoZone can be reserved for use when the library has been closed. Meeting room use may be terminated at any time if the conduct of any group, or member of that group, is disruptive to library services, abusive or dangerous to the building, library materials, exhibits, furnishings, or individuals in the building.

A completed application for meeting room use must be signed by a legally responsible adult for all reservations. A Room Use Fee and a refundable cleaning deposit, if applicable, must be paid at the time of booking. A reservation deposit, if required, will be deducted from the final amount due. Meeting room deposits and use fees are:

<table>
<thead>
<tr>
<th>LIBRARY</th>
<th>MEETING ROOM USE FEE</th>
</tr>
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<tbody>
<tr>
<td>Ryals Special Events Room – 4th Level</td>
<td></td>
</tr>
<tr>
<td>Room Use Fee and a refundable cleaning deposit are required at booking</td>
<td>During Regular Hours: $300 for up to 4 hours of use</td>
</tr>
<tr>
<td>InfoZone Theatre – 4th Level</td>
<td>Free for meetings held per Library Guidelines</td>
</tr>
<tr>
<td>Deposit - 50% of the Room Use Fee is required at booking</td>
<td>Free for meetings held per Library Guidelines</td>
</tr>
<tr>
<td></td>
<td>$200 for up to 4 hours of use plus a security fee</td>
</tr>
</tbody>
</table>

Decorations: Materials and decorations may be attached using tape (no nails or tacks or staples). No glitter or candles will be allowed. Decorations are not to be hung from the ceiling. Library staff is not available to assist in bringing in or taking out decorations or materials for meeting room private functions.

Publicity: 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 meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. Publicity materials, invitations, fliers and press releases must clearly indicate the sponsoring group and may not list or imply the library as co-sponsor of an event or list a library telephone number as contact information. PCCLD’s Community Relations Manager should be notified of any anticipated media coverage. PCCLD reserves the right to take photographs of any event for its own records and for future promotional materials.

Media Presentations: Media presentations shown in meeting 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. PCCLD’s assistive listening equipment can be requested for use in the InfoZone and Ryals Special Event Room at the InfoZone desk.

Other: An adult must be present at all scheduled meetings. PCCLD staff or representatives may enter meeting rooms at any time. Individuals in a group are not allowed to move exhibits or other library equipment. Animals, with the exception of assistance animals, may not be brought into PCCLD facilities unless they are part of a library-sponsored program. PCCLD is not responsible for items or equipment left in library buildings before, during, or after an event.

CUSTOMER SERVICE – Access and Use of Facilities
Application for Meeting Room Use (Ryals and InfoZone)

Effective: 04-05-2012
Appendix# 03.05.01.F2
2 of 3
Catering: All food brought into the Ryals room must be prepared and delivered by a licensed caterer. The caterer must be licensed with the Pueblo City-County Health Department. The caterer must sign a catering agreement with PCCLD prior to using the facility. Cooking of any kind is not allowed on library premises; therefore, all food brought in by the caterer must be prepared prior to bringing it to the Ryals Room. The person who signs the Ryals Room request/agreement form is responsible for all arrangements with the caterer. A list of caterers may be provided for use in the Ryals Room. The caterer is responsible for providing everything needed for the event other than tables and chairs (namely, all linens, tableware, serving utensils, water carafes, glasses, and other beverage service items). The caterer is responsible for removal of all food and catering equipment in a timely manner following the event.

Alcohol: Alcohol cannot be sold in the library or served during library service hours. Alcohol is restricted to the Ryals Room. Alcohol must be served at a tended bar. 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 years are prohibited from purchasing or consuming alcoholic beverages; whiskey, beer, wine, or champagne. The Library reserves the right to not allow alcohol to be served at an event if one or more of the principal hosts are under the age of 21 years. The responsibility of compliance rests solely with the host to assure that minors do not consume or “help themselves” to available beverages either at self-serve tables or left unattended at guest tables.

Security: Security guards are required for all events held in the Ryals Special Events Room and InfoZone after library service hours. The cost for security will be added to the charges for room use. A minimum of two security guards is required for all events taking place after library service hours. After library service hours, guests of the Ryals Room and InfoZone are restricted to the Rawlings Public Library 4th floor area via elevator access to/from the first floor’s main entrance. Stairways in the library should be used only in case of a building emergency.

THE DEPOSIT IS REFUNDABLE IF CANCELLATION IS GIVEN A MINIMUM OF 30 DAYS PRIOR TO THE EVENT, LESS THAN 30 DAYS PRIOR, THE DEPOSIT IS NON-REFUNDABLE. PAYMENT OF BALANCE IS REQUIRED A MINIMUM OF 14 DAYS PRIOR TO EVENT. IF PAYMENT IS NOT RECEIVED PRIOR TO EVENT, ROOM ACCESS MAY BE DENIED.

MEETING ROOM USE INDEMNITY AGREEMENT – By signing this application, the applicant agrees to defend, protect, indemnify and hold PCCLD harmless against all claims arising from the negligence or fault of the applicant or any of its agents, family members, officers, volunteers, helpers, partners, organizational members or associates which arise out of the use of the meeting room including any damage or loss to PCCLD’s audio/visual system, meeting room equipment or furnishings that occurs during the event, in preparation for the event or during clean-up of the event. The applicant is responsible for learning to operate any Library equipment being provided prior to the meeting; time and date of the training needs to be scheduled at the time of booking. Equipment must be scheduled at least 1 week in advance with the meeting room coordinator. Information technology staff is not available to assist with personal equipment and/or software problems.

Applicant must be a legally responsible adult and an adult must be present during the event.

THE APPLICANT UNDERSTANDS AND AGREES TO COMPLY WITH THE PUEBLO CITY-COUNTY LIBRARY DISTRICT’S MEETING ROOM POLICY AND GUIDELINES AND ALL PROCEDURES STATED ABOVE.

SIGNATURE ___________________________ DATE ____________

CUSTOMER SERVICE – Access and Use of Facilities
Application for Meeting Room Use (Ryals and InfoZone) Effective: 04-05-2012
Appendix# 03.05.01.F2
CATERING AGREEMENT
(Ryals Room)

Name of Caterer:

Contact Name:

Phone: Fax:

The following agreement shall be signed by the supervisor/owner of each catering company before utilizing the Pueblo City-County Library District warming kitchen. Each caterer shall be responsible for missing equipment and all damage to equipment other than normal wear and tear and will pay all necessary replacement fees. The kitchen must be left as it was found along with the following responsibilities:

1. There shall be no cooking on the premises of the Rawlings Library, either indoors or outdoors, including, but not limited to barbecue grills or any other outdoor cooking device.

2. Caterer will furnish all cooking utensils, pots, dishes, glassware, silverware, napkins, etc. for preparation and serving of the food for the rental clients. Storage space is not available for equipment to be delivered in advance. All equipment must be removed from the kitchen immediately following the event by either your staff or the rental client. The Library is not responsible for items left at the facility.

3. Caterer will provide cleaning supplies such as dish soap, dishrags, dishtowels, etc. The Library will provide dishwasher chemicals, which can be used by the caterer.

4. The kitchen must be swept, mopped and all countertops wiped clean. The Library Facilities staff will provide brooms and mops.

5. The dish machine area must be left clean and all garbage taken out of the disposal and dishwasher bins. If you have any questions, please feel free to ask the Facilities staff on duty.

6. All trash must be thrown from the kitchen into the trash receptacles located outside the building. The Facilities staff will provide trash bags.

7. The Facilities staff will lock the kitchen after it is cleaned and vacated by your staff to ensure it is not disturbed following the cleaning.

8. The kitchen is available from 9:00am until 11:00pm only. Please make arrangements with the Special Events Manager no later than 48 hours prior to the event if additional time is required and available.

9. Caterer must be registered with the Pueblo City-County Health Department and must have all licenses, insurance, and other criteria to meet health regulations. These documents should be available upon request for inspection.

10. Loading zone parking will be limited to one catering vehicle. Loading space is available on Church Street, just past the drop boxes. Prior arrangements must be made for Facilities staff to be available at the lower level entrance to allow access to the elevators. Facilities staff is not available to assist caterer in bringing equipment/food to the 4th floor event room.

11. Only one rectangular table is allowed in the kitchen.

12. Children under the age of 14 are not allowed in the kitchen at any time.

An excessive cleaning fee of a minimum of $50.00 will be charged if the kitchen requires extra cleaning by the Facilities Staff.

I, the undersigned, have read and agree to the above kitchen requirements.

Catering Supervisor/Owner Date

Library Representative Date

CUSTOMER SERVICE – Access and Use of Facilities
Catering Agreement (Ryals Room) Effective: 09-10-2009
Appendix# 03.05.01.F3
03.05.01.G1 Meeting Room Use Guidelines

Policy

PCCLD provides wide access to its meeting rooms on a first-come, first served basis to as many citizens as possible. PCCLD welcomes the use of specific rooms for meetings and other gatherings. Fees may be charged. 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.

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Guidelines

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All PCCLD libraries, the Rawlings Public Library, the Pueblo West Library, the Frank and Marie Barkman Library, and the Frank I. Lamb Library, have one or more meeting rooms that may be reserved for use. The size and layout of the meeting rooms vary by each library with available seating from 7 to 200 people. All PCCLD library facilities are non-smoking facilities and are accessible to people with disabilities in accordance with the Americans with Disabilities Act.
Public use meeting rooms that can be reserved during normal operating hours include:

<table>
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<th>LOCATION (Usable Square Feet)</th>
<th>PHONE</th>
<th>MAXIMUM OCCUPANCY</th>
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<tbody>
<tr>
<td>Rawlings Public Library</td>
<td>553-0227</td>
<td>Ryals Special Events Room – 4th Level&lt;br&gt;128 persons – round tables &amp; chairs or&lt;br&gt;200 persons – chairs seating&lt;br&gt;(This room can be reserved for after hours use – See Fees)</td>
</tr>
<tr>
<td>Rawlings Public Library</td>
<td>562-5604</td>
<td>InfoZone Theatre – 4th Level&lt;br&gt;48 persons – tables &amp; chairs or&lt;br&gt;104 persons – chair seating&lt;br&gt;(This room can be reserved for after hours use – See Fees)</td>
</tr>
<tr>
<td>Rawlings Public Library</td>
<td>553-0227</td>
<td>Bret Kelly Room A or B – 1st Level&lt;br&gt;30 persons</td>
</tr>
<tr>
<td>Rawlings Public Library</td>
<td>553-0227</td>
<td>Thurston Leadership Room – 1st Level&lt;br&gt;20 persons – tables &amp; chairs or&lt;br&gt;30 persons – chair seating</td>
</tr>
<tr>
<td>Pueblo West Library</td>
<td>562-5660</td>
<td>Jerry G. King Rooms A &amp; B&lt;br&gt;53 persons – tables &amp; chairs or&lt;br&gt;106 persons – chair seating&lt;br&gt;(When divided, 53 persons per ½ room)</td>
</tr>
<tr>
<td>Pueblo West Library</td>
<td>562-5660</td>
<td>Gay &amp; Lesbian Fund Room&lt;br&gt;12 persons – tables &amp; chairs or&lt;br&gt;12 persons – chair seating</td>
</tr>
<tr>
<td>Lamb Library</td>
<td>562-5670</td>
<td>Meeting Room – Basement Level&lt;br&gt;50 persons – tables &amp; chairs or&lt;br&gt;50 persons – chair seating</td>
</tr>
<tr>
<td>Barkman Library</td>
<td>562-5680</td>
<td>Large Meeting Room – Near Front&lt;br&gt;12 persons – tables &amp; chairs or&lt;br&gt;27 persons – chair seating</td>
</tr>
<tr>
<td>Barkman Library</td>
<td>562-5680</td>
<td>Small Meeting Room – Near Teen Central&lt;br&gt;8 persons – tables &amp; chairs</td>
</tr>
</tbody>
</table>

Note: Fees for use of the Ryals Special Events Room for all hours of use or the InfoZone Theatre for its use after regular library hours will be charged unless the event is sponsored by PCCLD or it has been preapproved for no charge use by the PCCLD Executive Director or his/her designee. The 4th floor prefunction area has an exhibit area that is administered by the InfoZone staff. Although this area is used by PCCLD for its sponsored events, it cannot be reserved for public or commercial use or for private social gatherings.

Meeting rooms are available at PCCLD libraries without charge during regular operating hours to organizations and groups consisting of 7 or more people for public meetings. Groups or individuals using library meeting rooms without charge cannot charge admission nor have private social gatherings such as showers or parties. All events must be completed and meeting rooms vacated by library closing time.
These additional rooms are available to PCCLD staff for administrative/staff meetings, training sessions, and public programs, and can also be used for other purposes including special events or meetings sponsored by PCCLD in direct support of its mission:

<table>
<thead>
<tr>
<th>LOCATION (Usable Square Feet)</th>
<th>MAXIMUM OCCUPANCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rawlings Public Library</strong></td>
<td></td>
</tr>
<tr>
<td>(340 Sq. Feet)</td>
<td>Executive Conference Room – 3rd Level</td>
</tr>
<tr>
<td>Fire Code Capacity (22)</td>
<td>10 persons – tables &amp; chairs or</td>
</tr>
<tr>
<td></td>
<td>22 persons with up to 12 more chairs</td>
</tr>
<tr>
<td><strong>Rawlings Public Library</strong></td>
<td>Training Room – 3rd Level</td>
</tr>
<tr>
<td>(560 Sq. Feet)</td>
<td>11-21 persons for 10 workstations and an instructor</td>
</tr>
<tr>
<td>Fire Code Capacity (21)</td>
<td>with up to 10 more chairs</td>
</tr>
<tr>
<td><strong>Rawlings Public Library</strong></td>
<td>Children’s Story Time Room – 1st Level</td>
</tr>
<tr>
<td>(270 Sq. Feet)</td>
<td>18 persons – tables &amp; chairs or</td>
</tr>
<tr>
<td>Fire Code Capacity (38)</td>
<td>38 persons – chair seating or</td>
</tr>
<tr>
<td></td>
<td>54 children sitting on floor</td>
</tr>
<tr>
<td><strong>Pueblo West Library</strong></td>
<td>Children’s Story Time Room</td>
</tr>
<tr>
<td>(340 Sq. Feet)</td>
<td>22 persons – tables &amp; chairs or</td>
</tr>
<tr>
<td>Fire Code Capacity (48)</td>
<td>48 persons – chair seating or</td>
</tr>
<tr>
<td></td>
<td>68 children sitting on floor</td>
</tr>
</tbody>
</table>

Study/reading areas are also available for public use in all PCCLD libraries. In addition to a reading room at the Pueblo West Library, individuals and groups consisting of 6 or less people may use unreserved study rooms and nooks with seating for 2 to 6 people. These study rooms and nooks are available on a first come, first served basis at the Rawlings, Lamb and Pueblo West libraries. However, due to the lack of study rooms at the Barkman and Lamb Libraries, their meeting rooms can be used for individual or group study when not otherwise in use.

Public use study/reading rooms and nooks that cannot be reserved include:

<table>
<thead>
<tr>
<th>LOCATION (Usable Square Feet)</th>
<th>MAXIMUM OCCUPANCY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rawlings Public Library</strong></td>
<td>Study Rooms – 2nd Level</td>
</tr>
<tr>
<td>(100 &amp; 110 Sq. Feet)</td>
<td>6 persons – table &amp; chairs</td>
</tr>
<tr>
<td>Fire Code Capacity (7)</td>
<td>5 rooms (211, 212, 213, 214 &amp; 215)</td>
</tr>
<tr>
<td><strong>Pueblo West Library</strong></td>
<td>Reading Room</td>
</tr>
<tr>
<td>(460 Sq. Feet)</td>
<td>10 persons – chair seating</td>
</tr>
<tr>
<td>Fire Code Capacity (30)</td>
<td></td>
</tr>
<tr>
<td><strong>Pueblo West Library</strong></td>
<td>Study Rooms</td>
</tr>
<tr>
<td>(100 &amp; 110 Sq. Feet)</td>
<td>6 persons - tables &amp; chairs</td>
</tr>
<tr>
<td>Fire Code Capacity (7)</td>
<td>4 rooms (1, 2, 3 &amp; 4)</td>
</tr>
<tr>
<td><strong>Pueblo West Library</strong></td>
<td>Study Nooks</td>
</tr>
<tr>
<td>(35 Sq. Feet)</td>
<td>2 persons – table &amp; chairs</td>
</tr>
<tr>
<td>Fire Code Capacity (2)</td>
<td>5 nooks (1, 2, 3, 4 &amp; 5)</td>
</tr>
<tr>
<td><strong>Lamb Library</strong></td>
<td>Study Room</td>
</tr>
<tr>
<td>(60 Sq. Feet)</td>
<td>4 persons – tables &amp; chairs</td>
</tr>
<tr>
<td>Fire Code Capacity (4)</td>
<td></td>
</tr>
</tbody>
</table>

Fees:
A fee structure has been established for the Ryals Special Events Room for all hours of use and for the InfoZone Theatre for its use after regular hours. When fees are charged for meeting room use, the room can be used for events and meetings such as, but not limited to:

- Private social gatherings.
- Meetings that are closed to the public.
- Meetings that require payment of tuition or fees.
- Meetings that further the specific goals of an individual or group such as recitals, political campaigns, paid tutoring classes, etc.
PCCLD reserves the right to review each room request and determine whether or not that use falls within the meeting room guidelines. Meetings will only be held during normal business hours in public use rooms. The Ryals Special Events Room and InfoZone can be reserved for use when the library has been closed. Meeting room use may be terminated at any time if the conduct of any group, or member of that group, is disruptive to library services, abusive or dangerous to the building, library materials, exhibits, furnishings, or individuals in the building.

A completed application for meeting room use must be signed by a legally responsible adult for all reservations. A Room Use Fee and a refundable cleaning deposit, if applicable, must be paid at the time of booking. A reservation deposit, if required, will be deducted from the final amount due. This deposit is non-refundable if the event is cancelled less than thirty (30) days prior to event. Meeting room deposits and use fees are:

<table>
<thead>
<tr>
<th>LIBRARY</th>
<th>MEETING ROOM USE FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>During Regular Hours</td>
</tr>
<tr>
<td>Rawlings Public Library</td>
<td></td>
</tr>
<tr>
<td>Ryals Special Events Room – 4th Level</td>
<td>$300 for up to 4 hours of use</td>
</tr>
<tr>
<td>Room Use Fee and a refundable cleaning deposit is required at booking</td>
<td>Free for meetings held per Library Guidelines</td>
</tr>
<tr>
<td>Rawlings Public Library InfoZone Theatre – 4th Level</td>
<td>Free for all meetings held per Library guidelines</td>
</tr>
<tr>
<td>Deposition – 50% of Room Use Fee is required at booking</td>
<td></td>
</tr>
<tr>
<td>Rawlings Public Library Bret Kelly Room A or B - 1st Level</td>
<td>Free for all meetings held per Library guidelines</td>
</tr>
<tr>
<td>Thurston Leadership Room – 1st Level</td>
<td></td>
</tr>
<tr>
<td>Rawlings Public Library Jerry G. King Room A and/or B Gay &amp; Lesbian Fund Room</td>
<td>Free for all meetings held per Library guidelines</td>
</tr>
<tr>
<td>Lamb Library: Lamb Meeting Room</td>
<td>Free for all meetings held per Library guidelines</td>
</tr>
<tr>
<td>Barkman Library: Large and Small Meeting Rooms</td>
<td>Free for all meetings held per Library guidelines</td>
</tr>
</tbody>
</table>

Decorations: Staff at the Customer Service desk at each library will provide directions to each meeting room. Materials and decorations may be attached using tape (no nails or tacks or staples). No glitter or candles will be allowed. Decorations are not to be hung from the ceiling.

Library staff is not available to assist in bringing in or taking out decorations or materials for meeting room functions.

Publicity: 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 meeting room to obtain final confirmation/approval of room use prior to issuing invitations and press releases. Publicity materials, invitations, fliers and press releases must clearly indicate the sponsoring group and may not list or imply the library as co-sponsor of an event or list a library telephone number as contact information. PCCLD’s Community Relations Manager should be notified of any anticipated media coverage. PCCLD reserves the right to take photographs of any event for its own records and for future promotional materials.

Food: Light refreshments may be served in all meeting rooms. Except for the Ryals Room which has a catering kitchen, there can be no catering or buffets of any kind. Light refreshments consist of bakery items (cookies, cake, donuts, sweet rolls…), drinks (coffee, tea, soda, water, juice…) and box lunches (sandwiches, chips, potato salad…).

CUSTOMER SERVICE – Access and Use of Facilities
Meeting Room Use Guidelines
Effective: 04-05-2012
Appendix# 03.05.01.G1
**Media Presentations:** Media presentations shown in meeting 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.

**Other:** An adult must be present at all scheduled meetings. PCCLD staff or representatives may enter meeting rooms at any time. Individuals in a group are not allowed to move exhibits or other library equipment. Animals, with the exception of assistance animals, may not be brought into PCCLD facilities unless they are part of a library-sponsored program. PCCLD is not responsible for items or equipment left in library buildings before, during, or after an event.

**Additional Guidelines for the Ryals Special Events Room and InfoZone:**

**Catering:** All food brought into the Ryals room must be prepared and delivered by a licensed caterer. The caterer must be licensed with the Pueblo City-County Health Department. The caterer must sign an agreement with PCCLD prior to using the facility. Cooking of any kind is not allowed on library premises; therefore, all food brought in by the caterer must be prepared prior to bringing it to the Ryals Room. The person who signs the Ryals Room request/agreement form is responsible for all arrangements with the caterer. A list of caterers may be provided for use in the Ryals Room. The caterer is responsible for providing everything needed for the event other than tables and chairs (namely, all linens, tableware, serving utensils, water carafes, glasses, and other beverage service items). The caterer is responsible for removal of all food and catering equipment in a timely manner following the event.

**Alcohol:** Alcohol cannot be sold in the library or served during library service hours. Alcohol is restricted to the Ryals Room. Alcohol must be served at a tended bar. 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 years are prohibited from purchasing or consuming alcoholic beverages; whiskey, beer, wine, or champagne. The Library reserves the right to not allow alcohol to be served at an event if one or more of the principal hosts are under the age of 21 years. The responsibility of compliance rests solely with the host to assure that minors do not consume or “help themselves” to available beverages either at self-serve tables or left unattended at guest tables.

**Security:** Security guards are required for all events held in the Ryals Special Events Room and InfoZone after library service hours. The cost for security will be added to the charges for room use. A minimum of two security guards is required for all events taking place after library service hours. After library service hours, guests of the Ryals Room and InfoZone are restricted to the Rawlings Public Library 4th floor area via elevator access to/from the first floor’s main entrance. Stairways in the library should be used only in case of a building emergency.

**Media Presentations:** PCCLD’s assistive listening equipment can be requested for use in the InfoZone and Ryals Special Event Room at the InfoZone desk.
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.

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 cannot be distributed in PCCLD libraries if it would be in violation of election laws (See Campaign Literature Guidelines in Appendix# 03.05.02.G3).

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 the Community Relations Manager. 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.
03.05.02.G1 Bulletin Board Guidelines

1. 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.

2. 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 for each facility will be discarded.

3. Announcements will be arranged and displayed by library staff. The public should not remove or rearrange the position of any announcement.

4. Library publications and announcements will have first priority placement. Remaining space will be provided for non-library related announcements.

5. All postings are subject to space availability.

6. The Library assumes no responsibility for acquiring materials, replacing them, or for providing additional information about a posted event or activity.

7. Announcements may not list PCCLD as co-sponsor or list a library telephone number as a contact for information without express approval from the Community Relations Manager.

8. The Library reserves the right to dispose of announcements as it sees fit and will not return announcements deemed unsuitable for posting.

9. 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.

Policy Reference: 03.05.02 Bulletin Boards, Information Racks and Distribution of Free Materials
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 the Community Relations Manager or his/her designee 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.

Policy Reference: 03.05.02 Bulletin Boards, Information Racks and Distribution of Free Materials
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 will make available free campaign information tables at its libraries. 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 day. 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:

   (a) The table is being provided in fulfillment of the library’s institutional mission of providing access to information.

   (b) Any member of the general public is permitted to place campaign material on the table.

   (c) 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.

Policy Reference: 03.05.02 Bulletin Boards, Information Racks and Distribution of Free Materials
Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. 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.

All such exhibits and displays are designed and approved at the discretion of PCCLD library supervisors. Permission to display materials does not imply library endorsement of content.

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.
Loan and Exhibition Agreement

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

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

Policy
Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. 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.

All such exhibits and displays are designed at the discretion of PCCLD’s staff. Permission to display materials does not imply library endorsement of content.

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.

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

CUSTOMER SERVICE – Access and Use of Facilities
Loan and Exhibition Agreement

Effective: 06-16-2009
Appendix# 03.05.03.F1
1 of 2
# Loan Inventory Sheet

**Customer Service – Access and Use of Facilities**

**Effective:** 06-16-2009

**Loan and Exhibition Agreement**

<table>
<thead>
<tr>
<th>Description of Each Item</th>
<th>Value</th>
<th>Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 E. Abriendo Ave.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
03.05.03.G1 Exhibit and Display Case Guidelines

Policy
Exhibits and displays at PCCLD libraries are designed to promote library resources, services, and events. 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.

All such exhibits and displays are designed at the discretion of PCCLD’s staff. Permission to display materials does not imply library endorsement of content.

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.

Guidelines
Preference for exhibit and display space is given to local nonprofit organizations. 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 two weeks. Groups or individuals desiring to provide a display or exhibit should contact the Community Relations Manager or his/her designee or the manager of the library facility at least two months in advance. PCCLD reserves the right to preempt an exhibit or display. Each PCCLD library manager reserves the right to determine the schedule for its exhibits/displays, including their length, location and frequency.

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. Although the library supports free speech and the First Amendment, exhibits 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 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. A card may provide contact information for sales 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.
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 his/her designee.

The Executive Director, at his/her 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, PCCLD Board of Trustees members, working professional artists or other community members 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 its life time. Start-up and on going 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 bear 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.

Policy Reference: 03.03.04 Gifts of Materials
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)
03.05.04.G1 Solicitations and Fundraising Guidelines

Policy:
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.

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.
03.05.05 Petitions and Surveys

Candidate nomination petitions, initiative or referendum petitions, or surveys of public opinion must be conducted by individuals or groups outside of PCCLD libraries. These activities may be conducted outside libraries as long as library activities are not disrupted and access to libraries is not obstructed.

While inside a PCCLD library, approaching library users or staff to request a signature on a petition or to distribute leaflets or information pertaining to a petition, or to campaign for an office or an issue, is not permitted. PCCLD reserves the right to display petitions or surveys in its libraries which are directly related to library services or activities.

The presence of petition circulators or survey takers outside of a library does not constitute PCCLD’s endorsement of the policies, beliefs or political affiliations of any person or group.
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.

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.

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.
The primary role of PCCLD’s satellite collections 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.

The satellite collections are for the reading enrichment of community members. An agreement between PCCLD and each partnering organization governs the operation of a PCCLD satellite.

PCCLD satellite collections are located at these sites:

- **Avondale Elementary School**
  - 213 Highway 50 East
  - Avondale, CO 81022
- **Risley Middle School**
  - 625 N. Monument Ave.
  - Pueblo, CO 81001
- **Beulah School**
  - 8734 School House Lane
  - Beulah, CO 81023
- **Rye Elementary School**
  - 8120 Hwy 165 W.
  - Pueblo, CO 81069
- **Cesar Chavez Academy**
  - 2500 W. 18th St.
  - Pueblo, CO 81003
- **South Mesa Elementary School**
  - 23701 E. Preston Road
  - Pueblo, CO 81006
- **Craver Middle School**
  - 4850 Crow Cutoff Rd.
  - Colorado City, CO 81019
- **Vineland Elementary School**
  - 35777 Iris Road
  - Pueblo, CO 81006
- **North Mesa Elementary School**
  - 28881 Gale Road
  - Pueblo, CO 81006

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

**Policy Reference:** [03.05.06] Partnerships and Sponsorships
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.
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.

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.”

Policy Reference:
- 03.01.02 Internet Access and Wireless Use
- 03.01.03 Public Computers and Other Equipment Use
- 03.05.01 Meeting Room Use
- 03.06.02 Child Conduct and Safety
- 03.06.03 Customer Code of Conduct

See Also:
- 03.06.01.F1 Incident Report Form
- 03.06.01.G1 Guidelines Governing Use of the Library
- 03.06.03.G1 Customer Suspension Guidelines
Incident Report Form

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

Branch / Dept._____________________________________________________________________________

Date and Time: ____________________________________________________________________________

Staff Reporting: ___________________________________________________________________________

Written reports are necessary when the police have been called or there is possible insurance liability. Such reports should be written as soon as possible after the event, and copies should be provided to the Supervisor, Human Resources Manager, Associate Director, Chief Financial Officer, and the Executive Director. In the case of accidents or injuries, the first priority is for the victim’s immediate aid.

EMERGENCY: (check appropriate box)

□ Abandoned Child
□ Alcohol / Drug Abuse
□ Arms / Aggression / Threats
□ Disruptive Behavior
□ Harassment
□ Other

□ Injury / Sudden Illness
□ Refusing to Leave When Requested
□ Sexual Misconduct
□ Theft
□ Vandalism
□ Weapon

Describe incident, location, etc. ______________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

ACTION TAKEN:

Name / description of offender (see reverse):____________________________________________________

Name / description of victim: _________________________________________________________________

Name of witnesses / staff involved: ____________________________________________________________

Was law enforcement called?   □ YES □ NO

Length of time to respond: ________________________________________________________________

Victim refused further assistance  □ YES   Explain: __________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

Describe action taken by staff and/or authorities: ________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

Any time someone is sick or gets hurt and bodily fluids need to be cleaned up, the Facilities Superintendent should be notified. The first and primary concern when faced with any emergency is to call 911. It is extremely important that staff DO NOT clean up the area themselves. The contaminated area should be roped off in some manner to prevent others from coming into contact with bodily fluids until Facilities can properly clean and sanitize the area. If the area that is soiled is in a place where it will affect other patrons, clear the library out and close until it is cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact another Facilities staff member using the current pager numbers.
<table>
<thead>
<tr>
<th><strong>SUSPECT DESCRIPTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Approximate height: _____________________</td>
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<tr>
<td>Hat: _________________________________</td>
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<tr>
<td>Hair (color/cut): _____________________</td>
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<tr>
<td>Eyes (color) / glasses: ________________</td>
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<tr>
<td>Facial hair (beard/moustache) ________</td>
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<tr>
<td>Shirt: _______________________________</td>
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<tr>
<td>Coat / jacket: _________________________</td>
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<td>Trousers: _____________________________</td>
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<td>Shoes: _______________________________</td>
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<tr>
<td>Other clothing: _________________________</td>
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<td>Weapon: ______________________________</td>
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<tr>
<td>Revolver / Automatic: _________________</td>
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<tr>
<td>Make / Year: __________________________</td>
</tr>
</tbody>
</table>

**OTHER REMARKS:**
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
03.06.01.G1 Guidelines Governing Use of the Library

CUSTOMER CODE OF CONDUCT POLICY
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 Customer Code 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
- Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials
- 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
- Failing to wear facial mask (temporarily required until further notice due to COVID-19 health crisis)
- 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

This policy will be posted in all PCCLD libraries.
Staff Responsibilities
When a customer refuses to comply with the Customer Code 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 his/her 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 Customer Code 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 in confronting difficult situations or customers.
5. Each violation of the Customer Code of Conduct or any other library policy should be handled with the least drastic action that will achieve the desired result.
6. Written 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. Such reports should be written as soon as possible after the event, and copies should be provided to all necessary individuals indicated on the form (See 03.06.01.F1 Incident Report).
7. The Customer Code 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 the operation of the library. Security personnel are to observe and support staff as needed.

Confronting Individuals in violation of the Customer Code of Conduct:
1. Investigate any report or observation of a violation of the Customer Code of Conduct.
2. If the report or observation is valid, inform the violator of the Customer Code of Conduct and request that the individual correct his/her behavior and to comply with the Customer Code of Conduct. (Customer Code of Conduct should be posted on public bulletin boards at all times.)
3. If the individual continues the violation, seek support from other staff or security personnel to again notify the individual that the behavior is in violation of the Customer Code of Conduct and warn the individual that if the behavior continues, he/she will be asked to leave the library.
4. If the individual refuses to correct his/her behavior, the individual should be asked to leave the library immediately. Complete an Incident Report.
5. If the individual refuses to leave the library, inform the individual that the police will be notified.
6. If the individual still will not leave, contact the police and request intervention. (Any time law enforcement has been contacted, a written Incident Report must be prepared.)

Suspension of Library Privileges
Customers who violate the Customer Code 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 his/her privileges suspended, the Associate Director or library building supervisor should be notified, and the customer should be reminded of the suspension and asked to leave the library immediately.

Contacting Person-in-Charge
The Person-in-Charge at the Rawlings Public Library is scheduled by the Associate Director or his/her designee. For PCCLD’s other locations, the Person-in-Charge is scheduled by each library’s supervising librarian or his/her designee. At locations where there are security guards, security is notified who is in charge. Normally, the Person-in-Charge will not be called upon, but occasionally it may be necessary for
staff or security to contact someone “in charge” for guidance or assistance. If there is a special weekend or evening emergency, the Associate Director or Executive Director may be contacted (See Emergency Contact Numbers below).

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 03.06.01.F1 Incident Report should be completed to document the incident.

Emergency Contacts
The first and primary concern when faced with any emergency in the library or on its premises is to call 911.

Contaminated Areas
Any time someone becomes sick or requires bodily fluids to be cleaned up, staff should contact the Facilities Superintendent (Cell 240-0539). It is extremely important that staff DO NOT clean up the area themselves. The contaminated area should be roped off in some manner 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 it customers cannot be protected from contamination, clear the library out and close until the area has been cleaned. The Facilities Department has someone on call at all times who is trained to safely manage bodily fluids. If the Facilities Superintendent cannot be reached, contact Facilities Dispatch and alert them of the need for an immediate cleanup.

Policy Reference: 03.06.01 Acceptable Library Use and Safety
03.06.03 Customer Code of Conduct

See Also: 03.06.03.F1 Suspension of Library Privileges
03.08.01.R2 Legal Citations
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.

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.

Policy Reference: 03.06.01 Acceptable Library Use and Safety  
03.06.03 Customer Code of Conduct

See Also: 03.06.01.G1 Guidelines Governing Use of the Library
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 Customer Code 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
- Bringing in concealed weapons not legally licensed and permitted, or openly displaying a weapon except by law enforcement officials
- 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
- Failing to wear facial mask (temporarily required until further notice due to COVID-19 public health crisis)
- 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

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
You ________________________, are hereby notified that you have violated the policies and procedures of the Pueblo City-County Library District (PCCLD), and your presence on the properties located at the Barkman Library (1300 Jerry Murphy Rd.), Lamb Library (2525 S. Pueblo Blvd.), Pueblo West Library (298 S. Joe Martinez Blvd.), the Rawlings Library (100 E. Abriendo Ave.), or at any other PCCLD’s community/partnership library whose locations are listed on www.pueblolibrary.org, is no longer desired.

Your Library privileges are suspended from said properties until _____________ (date).

After this date, you may request your Library privileges to be reinstated by contacting __________________________ at ____________________.

(Library Manager) (Contact phone number)

If you come back on the premises before reinstatement of your library privileges, you will be arrested and prosecuted for trespassing on public property.

You have the right to appeal the suspension of your library privileges by contacting PCCLD’s Executive Director in Administration at the Rawlings Public Library at 719-562-5625.

DATE of Policy Violation: _______________________

______________________________    ______________________________
Customer Signature           Witness

______________________________
Library Supervisor Signature

☐ Check here to acknowledge privileges in Sirsi have been suspended for the specified time.

Route this form to Executive Director’s Office

Executive Director

03.06.01 Acceptable Library Use and Safety
03.06.02 Child Conduct and Safety
03.06.03 Customer Code of Conduct
03.08.01.R1 Resource Documents: Colorado Revised Statutes, 18-9-110 Public Buildings/Trespass, 18-9-117 Unlawful Conduct on Public Property
03.06.03.G1 Customer Suspension Guidelines

When a customer refuses to comply with PCCLD’s Customer Code of Conduct policies or with any other library policy:

- A Library Supervisor or designated person in charge will exercise his/her judgment and discretion to suspend a customer’s library privileges on a first offense for the remainder of the day.

- PCCLD’s Executive Director or his/her designee may further exercise his/her 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.

- Customers have the right to appeal their suspension of library privileges by contacting PCCLD’s Executive Director at the Rawlings Public Library.

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 security, the Associate Director or library building supervisor of any attempt to use the library by a customer who is known to have had his/her privileges suspended. The police will also be notified of any such episodes as the presence of such persons shall be considered a trespassing offense.

Any suspension of library privileges should be documented using the 03.06.01.F1 Incident Report Form and/or the 03.06.03.F1 Suspension of Library Privileges Form.

Customers whose library privileges have been suspended may be required to meet with the Associate Director or the library building supervisor to request permission to formally lift the suspension of library privileges.

Policy Reference: 03.06.01 Acceptable Library Use and Safety
03.06.03 Customer Code of Conduct

See Also: 03.06.01.G1 Guidelines Governing Use of the Library
03.08.01.R2 Legal Citations
## Offense and Consequence Levels

Below is a partial list of offenses with resulting consequences:

<table>
<thead>
<tr>
<th>Level 1 – Least serious</th>
<th>Level 2 – More serious</th>
<th>Level 3 – Most serious</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abandoning or leaving young children unattended</td>
<td>Bringing in concealed weapons not legally licensed and permitted</td>
<td>Threatening with a weapon</td>
</tr>
<tr>
<td>Smoking, chewing or other tobacco use within the building or within 20 feet of an entrance</td>
<td>Carrying alcoholic beverages in the library (except at authorized events) or intoxication</td>
<td>Possession or distribution of controlled substances</td>
</tr>
<tr>
<td>Skateboarding, skating, or using any similar recreational device inside or outside the library</td>
<td>Engaging in any behavior that jeopardizes the health, safety, or well-being of customers or staff</td>
<td>Vandalizing library facilities, equipment or materials</td>
</tr>
<tr>
<td>Littering on library property</td>
<td>Removing library materials from the building without checking them out</td>
<td>Assault/battery upon any person</td>
</tr>
<tr>
<td>Bringing in animals other than service animals (except as part of library-sponsored program)</td>
<td>Harassing or threatening customers or staff</td>
<td>Engaging in voyeurism, peeping, stalking or acts of public indecency</td>
</tr>
<tr>
<td>Distributing leaflets or posting notices not authorized by PCCLD</td>
<td>Making a false report to police, fire department or other officials</td>
<td>Trespassing, including being in the library at unauthorized times</td>
</tr>
<tr>
<td>Eating except in designated areas or drinking from uncovered containers</td>
<td>Using a stolen library card</td>
<td>Participation in gambling activities on library property</td>
</tr>
<tr>
<td>Failing to wear shirt or shoes</td>
<td></td>
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</tr>
<tr>
<td>Failing to wear facial mask (temporarily required due to COVID-19 health crisis)</td>
<td></td>
<td></td>
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<tr>
<td>Making loud or disturbing noises</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the library as a place to sleep</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Panhandling, loitering, selling, or soliciting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bathing, shaving, or washing clothes</td>
<td></td>
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<tr>
<td>Bringing in bulky items that take up excessive space</td>
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<td></td>
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<tr>
<td>Playing or wading in library water feature</td>
<td></td>
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</tbody>
</table>

### FIRST OFFENSE

Customer 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.

- **PCCLD privileges will be suspended for 1-6 months**
- **PCCLD privileges will be suspended for 6-12 months**

### REPEATED OFFENSES

- **PCCLD privileges will be suspended for 1-6 months**
- **PCCLD privileges will be suspended for 6-12 months**
- **PCCLD privileges can be suspended permanently**
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 the Library’s Code of Conduct.

Cameras will be installed to cover entrances and exits to and from the 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 an 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 his/her designee(s) will have access to real-time monitors and archived materials to pursue alleged violations of the Library’s Code of Conduct and/or incidents of criminal activities. No content may be released without the express written permission of the Executive Director or his/her designee.

Policy Reference:
- 03.06.01 Acceptable Library Use and Safety
- 03.06.03 Customer Code of Conduct

See Also:
- 03.06.01.G1 Guidelines Governing Use of the Library
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, 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 Library’s Customer Code of Conduct and documented incidents of criminal activity are restricted to the staff approved by the Executive Director and/or his/her designees.

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 his/her designee.

Stored still images of barred and/or suspended customers may be shared by staff district-wide. These images may be posted in restricted staff areas for the duration of the suspension or the length of time customers are barred.

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 digital video which may be saved as long as needed.

Questions from the public may be directed to the Executive Director and/or the Director of Public Services.

A copy of this guideline may be shared with members of the public upon request. The policy and guidelines are also posted on PCCLD’s website.

Policy Reference: 03.06.01 Acceptable Library Use and Safety  
03.06.03 Customer Code of Conduct

See Also: 03.06.01.G1 Guidelines Governing Use of the Library  
03.08.01.R2 Legal Citations
PCCLD offers a wide variety of programs and events for all age groups to enhance the library experience, provide information to the community, and further the library’s mission.

All library programs and events are open to the public and must respect the PCCLD’s commitment to intellectual freedom.

Fees will not be charged for library programs or events except at the discretion of PCCLD’s Executive Director or his/her 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 his/her 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 his/her designee.

See Also:  
03.05.01  Meeting Room Use  
03.05.01.G1 Meeting Room Use Guidelines  
03.05.04 Solicitations and Fundraising  
03.05.06 Partnerships and Sponsorships
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), last approximately one hour. Youth Services tours may included stories, and may be customized based on the needs of the group.
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
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.
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 communications tools currently available, as well as new communications technologies as they are developed.

Communications meeting any of the following criteria must have approval from the Director of Community Relations 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.

This includes:

- publications (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.

This does not include:

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

The Executive Director may waive these requirements for certain projects.
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) follows these principles established by the International Association of Business Communicators:

1. Professional communicators uphold the credibility and dignity of their profession by practicing honest, candid and timely communication, and by fostering the free flow of essential information in accord with the public interest.
2. Professional communicators disseminate accurate information and promptly correct any erroneous communication for which they may be responsible.
3. Professional communicators understand and support the principles of free speech, freedom of assembly, and access to an open marketplace of ideas; and, act accordingly.
4. Professional communicators are sensitive to cultural values and beliefs and engage in fair and balanced communication activities that foster and encourage mutual understanding.
5. Professional communicators refrain from taking part in any undertaking which the communicator considers to be unethical.
6. Professional communicators obey laws and public policies governing their professional activities and are sensitive to the spirit of all laws and regulations and, should any law or public policy be violated, for whatever reason, act promptly to correct the situation.

7. Professional communicators give credit for unique expressions borrowed from others and identify the sources and purposes of all information disseminated to the public.

8. Professional communicators protect confidential information and, at the same time, comply with all legal requirements for the disclosure of information affecting the welfare of others.

9. Professional communicators do not use confidential information gained as a result of professional activities for personal benefit and do not represent conflicting or competing interests without written consent of those involved.

10. Professional communicators do no accept undisclosed gifts or payments for professional services from anyone other than a client or employer.

11. Professional communicators do not guarantee results that are beyond the power of the practitioner to deliver.

12. Professional communicators are honest not only with others but also, and most importantly, with themselves as individuals; for a professional communicator seeks the truth and speaks that truth first to the self.
03.07.03.G2 Communications Guidelines

When you have a service or program that you want to promote to customers, it is important to decide how best to convey your information. The Community Relations Office (CRO) is here to help you with a variety of different methods and suggestions to make your promotion as successful as possible. Our mutual goal is to promote the library in a positive way and get people to attend your event or use your new service.

A general rule of thumb is to make your electronic request at least 10 business days prior to the day you would like the promotional materials, NOT 10 days before the event or service-launch date. This allows the CRO to produce print pieces that have been through a proper design process, and allows us to use your event/service information in other library publications and on the web. Our goal is to complete all requests within 10 business days of the initial request. On the rare occasion, there might be circumstances that require a greater length of time to complete a request. There is also flexibility to have a template approved for handouts that are used (e.g., a story time handout) with minimal textual updates (e.g., dates, times, titles). To have your template approved, please submit it using the same process as requesting other types of publicity.

Please remember that you are requesting these printed promotional pieces. To make a request, please include details, such as the time, date, location (including name of the room if appropriate), presenter information, a brief description of the program and also the date you would like your promotional materials to be available for the public. Submit suggestions for graphics or photos if you have something specific in mind that you would like to see included in your promotion. The CRO will take a look at the content provided, and if necessary, discuss with you changes that would benefit the promotion of your service or program.

As a general rule, the CRO makes printed promotional material available two weeks in advance of the program/service launch, which is in line with best practices for promotions. Additionally, the advance notice helps the CRO add your event/service launch to a district-wide priority list, allowing the CRO to complete the greatest number of requests in the timeliest fashion possible.

**STEP 1: Start the request process via the library’s electronic helpdesk.**

A request may be made via the library’s ManageEngine Helpdesk. If you are unsure how to access this electronic request system, please ask your supervisor to show you how your team accesses it. When making a request via the helpdesk, select the Community Relations Department under the “Group” tab. As you are filling out the request form, it is important to include all of the relevant details to ensure Community Relations will be able to successfully promote your program or service efficiently. A clear project description, time, date, age group, contact information and location are just some of the details you might want to include in your request.
STEP 2: Decide what type of print publicity pieces to request.

POSTER (Please specify which size. Sizes include large format up to 27x39, 11x17, and 8x11)

Description: Used to promote a library event or new service to people who are at the library. This is a great way to target people coming through the library’s doors.

Can be displayed:
- On public information or library information bulletin boards at all libraries
- On easels at all libraries
- On desk countertops and in information racks at all libraries.
- In areas of all libraries where target audience is most likely to see it (e.g., Teen Central or business collection area)
- In poster holders throughout Rawlings Library, including by the elevators and in the kiosks
- In various other appropriate locations including Books Again and other community locations

Disadvantages:
- The size of the large-format posters can prohibit a display in libraries that need room
- Enough content must be provided to “fill” a large poster
- Large posters can be costly.

HANDOUT (1/2 page or 1/4 page)

Description: Used to promote special programs or new services in conjunction with larger print promotional pieces as a take-away reminder.

Can be displayed:
- In area of library where target audience is most like to pick one up
- On the information station with display of coordinating flyer or poster
- At booths during community events (e.g., Children’s Festival, Spring Fest)

BOOKMARK

Description: Used to promote special programs or new services.

Can be displayed: At library desks, particularly where materials are being checked out.

BROCHURE

Description: Most commonly a tri-fold or bi-fold piece used to promote a service or resource.

Can be displayed:
- In information racks in all libraries
- In free-standing holders located in areas of library most likely to be frequented by target audience

Advantages:
- Spacious enough for large amounts of content (database information, book descriptions)
- Can be a complimentary piece for a program or workshop highlighting a service or list of books available at the library
- Can be used at external events where the library has a table set up and the target audience is present

Disadvantages:
- Content must be constantly monitored for updates
STEP 3: Decide what type of electronic publicity to request.

HOMEPAGE SPOTLIGHT

Description: Used to promote a library event or new service to people who access the library’s website. This is a great way to target customers online.

EMAIL BLAST

Description: Used to promote specific-interest programs and services to a list of email subscribers. As too many email blasts can become counter effective, the Director of Community Relations will prioritize these requests by public interest/timeliness and PCCLD’s investment in the program or service.

SOCIAL MEDIA PROMOTIONS

Description: Events and services can currently be promoted on the library’s Facebook page and Twitter. These channels are good for communicating information to an audience that is comfortable with technology. These services are both free. The library’s Electronic Marketing Coordinator is in charge of posting on these sites. As more social media sites are added to the library’s official communication strategy, this section will be updated.

WEBCASTING / VIDEO PRODUCTION

Description: On a limited basis, the CRO will webcast and/or produce a video of a program. Additionally, videos may be produced to show customers how to use new services or to introduce the public to issues of importance to the library. These requests will be evaluated and prioritized by the Director of Community Relations based on public interest in the program/service.

STEP 4: Determine if your event might be newsworthy or of high interest to the public.

PRESS RELEASE

Description: A Press Release should be requested for major events that impact the district as a whole, attract a wide audience, or feature an author or presenter that adds value to the program.

Special Note: If requesting a Press Release, you must provide detailed information about the program or event including what will take place, 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 your programs or service is about a current issue or hot topic that’s relevant to the community.) This information can be submitted in bullet points, in complete sentences or as a narrative.

PAID ADVERTISING

Description: Used to promote specific-interest programs and services to a list of email subscribers. As too many email blasts can become counter effective, the Director of Community Relations will prioritize these requests by public interest/timeliness and PCCLD’s investment in the program or service.

STEP 5: Complete your electronic request and work with a Community Relations staff member in subsequent days to complete your request.

You will typically be contacted within a day or two of the CRO receiving your request. Once contacted, your specific plan can be finalized and implemented. Community Relations staff wants your feedback and makes every effort to incorporate your ideas into the final publicity pieces. We thank you for your input and the opportunity to promote your efforts!
The CRO is housed in the Administration Wing on the 3rd floor of the Rawlings Library, located at 100 East 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.

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03.08.01.R1 Resource Documents

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

Children’s Internet Protection Act (CIPA)
http://www.aclin.org/filtering/cipa.html

Code of Ethics
http://www.ala.org/ala/issuesadvocacy/proethics/codeofethics/codeethics.cfm

Code of the City of Pueblo
http://www.pueblo.us/cgi-bin/gt/tpl_page.html,template=1&content=368&nav1=1&

Colorado Revised Statutes
http://www.michie.com/colorado/lpext.dll?f=templates&fn=main-h.htm

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

Confidentiality of Library Records
http://www.ala.org/Template.cfm?Section=otherpolicies&Template=/ContentManagement/ContentDisplay.cfm&ContentID=13084

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

Freedom to Read Statement
http://www.ala.org/ala/aboutala/offices/oif/statementspols/frtstatement/freedomreadstatement.cfm

Freedom to View Statement
http://www.ala.org/ala/aboutala/offices/oif/statementspols/ftvstatement/freedomviewstatement.cfm

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

Guidelines for Developing a Library Privacy Policy
http://www.ala.org/ala/aboutala/offices/oif/ftoolkits/toolkitsprivacy/guidelinesfordevelopingalibraryprivacypolicy/guidelinesprivacy.policy.cfm
Guidelines on User Behavior
http://www.ala.org/Template.cfm?Section=otherpolicies&Template=/ContentManagement/ContentDisplay.cfm&ContentID=13147

Intellectual Freedom Handbook
http://www.cal-webs.org/ifhandbook.html

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
http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/default.cfm

Library Bill of Rights
http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/index.cfm

Library-initiated Programs as a Resource: an interpretation of the Library Bill of Rights
http://www.ala.org/ala/issuesadvocacy/intfreedom/librarybill/interpretations/libraryinitiated.cfm

Planning for Results Library Service Responses

Public Library Standards for Colorado
http://www.cde.state.co.us/cdelib/Standards/pdf/COPublicLibraryStandardsFactSheet.pdf
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).

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<tr>
<th>Guidelines Offense</th>
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