

Hawkins County Library System
Library Policies

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VISION STATEMENT

The Hawkins County Library System will be the hub for resources that nurtures and promotes quality of life and lifelong learning.

MISSION STATEMENT

The Hawkins County Library System will provide free access to resources and services to meet changing educational, recreational, and informational needs and interests.

SERVICE HOURS

The Library Board in consultation with the Director and the Branch Managers shall set the service hours for the library, taking into account the local community needs, highest potential usage, and requirements of State standards.

WEATHER AND EMERGENCY CLOSING

For closures due to inclement weather or emergencies, local media will be notified and, if possible, the closure will be posted on the library web site (www.hawkinslibraries.org) and Facebook page.

ELIGIBILITY FOR BORROWING AND SERVICES

Resident and Non-Resident

Anyone who lives, works, attends school or owns property in Hawkins County or who lives within fifty (50) miles of Hawkins County is eligible to borrow materials from any library in the Hawkins County Library System. All patrons must fill out an official **Application Card***. Adults must provide valid photo identification with a current, legal address. Examples of acceptable identification are Driver's license; Passport; or Student ID card. If photo identification does not have correct address, another form of ID will be required. An example would be a utility bill with their current address. Patrons below the age of 18 must complete a **Juvenile Application Card**** which must be signed by a parent or legal guardian.

*Adult Application Card Example

Date (MM/YY)	Card Number
Print Full Name _____ First Name Middle Name Last Name	
Street Address _____	
City & Zip Code _____	Phone No. _____
E-mail address _____	Date of Birth _____
Who can we contact if we are unable to contact you? (Different Phone # than your own.)	
Name _____	Phone No. _____
I apply for the right to use the Library and will abide by its rules. I agree to promptly pay any fines charged to me for the damage or loss of any materials, and to give immediate notice of any change of address or phone number.	
Legal Signature _____	

** Juvenile Application Card Example

Date (MM/YY)	Card Number
Print Child's Name _____ First Name Middle Name Last Name	
Print Parent's Name _____ First Name Middle Name Last Name	
Street Address _____	
City & Zip Code _____	Phone No. _____
E-mail address _____	Date of Birth _____
Who can we contact if we are unable to contact you? (Different Phone # than your own).	
Name _____	Phone No. _____
I give my child permission to check out videos _____ yes _____ no	
I am willing that _____ shall borrow materials from the library and I promise to be responsible for any fines or damages to the library materials justly charged to him/her. I acknowledge that ownership of this card gives access to all materials used within the library, including use of the computers.	
Parent (Guardian) Signature _____	

Children who are at least five years of age and are able to print their name may be issued a library card.

There is no charge for the first (1st) library card; however, a replacement card is \$2.00.

The Staff has the discretion to issue a temporary card (which remains in the library) to visiting residents who have the appropriate identification.

Responsibilities of borrowers

Borrowers may only check out items on their own card.

Parents are wholly responsible for monitoring the appropriateness of materials their children check out. Library staff members will not restrict the circulation of materials based on age with the exception of videos. No one under the age of 18 will be allowed to check out videos unless the parent or legal guardian granted permission on the juvenile's application card. Permission will be noted on the minor's computer record. Parents are responsible for maintaining the physical condition of the books and materials checked out by their children including loss, damage or overdue

Materials access policy

New users and visitors with temporary cards may only check out two (2) items at a time for the first checkout. After the first checkout, borrowers are limited to 15 items each, including three videos, three items by the same author and three non-fiction titles per topic, per card.

Reference material may be loaned overnight with the approval of the Branch Manager. Reference materials must be returned the next day. Materials located in the Genealogy Room may not be checked out.

Inter Library Loans

Materials may be requested for patrons from other libraries through the Statewide Courier service or other sources.

Materials may be inter-library loaned to other libraries for one month, with the exception of best sellers, books published within the year, reference books, local history, and genealogy. Some material may be photocopied or scanned. Patrons must pay for any ILL materials they lose. Patrons are limited to three (3) ILL items at a time and must pay for any ILL items they lose.

CIRCULATION POLICY

Borrowers may only check out items on their own card.

Loan period

Books, audiobooks, magazines, technology devices and unique materials (games, kits, etc.) are loaned for a period of fourteen days. Videos are loaned for seven days.

Renewals

Books, audiobooks, DVDs and magazines may be renewed no more than twice. Technology devices and unique materials (games, kits, etc.) may only be renewed once. They may be renewed in person, by phone at any branch or on-line at www.hawkinslibraries.org. They may not be renewed if they are on reserve for another patron.

Confidentiality of Records

See the Hawkins County Public Library Privacy Policy (Addendum Number 1)

Reserved Materials

Items are reserved on the patron's library record. Patrons will have 3 days from being notified to check out the material. Items not picked up in 3 days will be passed on to the next patron requesting them.

In situations where one patron (e.g. a spouse) would like to be authorized to collect requested items held by another, both patrons must first confirm this in person with a Library staff member. A note stating the name of the person who will pick up holds on your behalf will then be placed on the records of both patrons. This applies only to active hold requests, not additional checkouts on the card.

CHARGES FOR SERVICES, FINES, FEES

Computer Printing/Copies:

Black/White – \$.25 per page

Color – \$1.00 per page

Legal – \$.25 per page

Fax:

\$1.00 per page. Max charge – \$10.00

Scan to Email/Drive:

\$1.00 per page. Max charge – \$10.00

Laminating:

2" x 3.5" (Bus. Card) – \$.50 each

Full Page – \$1.00 each

Used Books:

Mass Market Paperback – \$.25

Trade Paperback – \$.50

Hard Cover – \$1.00

New Release Hard Cover – \$3.00

Magazines – \$.25

Religious – Free

Used Audio Books, CDs, DVDs:

Audio Books on CD – \$1.00

DVDs – \$1.00

DVDs (Season) – \$3.00

Replacement Library Card

\$2.00 per card

Notary Service

\$5.00 per stamp

Overdue fines

Fines are charged only on days the library is open for business. Fines for overdue books, audiobooks, and magazines is \$0.15 per item per day. Videos are \$1.00 per day the library is open per Video, not to exceed \$10.00 per Video. The maximum overdue fine is \$2.00 for a mass market paperback book, \$2.00 each for periodicals, \$5.00 each for regular books. An individual with fines totaling \$5.00 or more may not borrow materials until all fines and costs are paid.

Notice of overdue videos will be given within one day of the due date. Notice of other overdue materials will be given within one week of the due date. Notice may be given by telephone, E-Mail, postcard, or letter at the discretion of the Branch Manager. Materials not returned within one month of the date of the notice will be marked as lost and the patron assessed the cost of the item.

Tennessee Code Annotated (10-3-108) grants the Library Board the power to make and enforce rules providing penalties for loss of or injury to library property. Library users may be charged reasonable fines for late-returned materials and charged fees for special services.

Appropriate legal action may be taken at the discretion of the Hawkins County Library Board.

Lost or damaged materials | Amended January 9, 2017, October 2, 2017

The Director or Branch Manager determines the condition of all materials.

If library material is lost or damaged to the point it is unusable, the customer will be expected to pay the full price and may keep the material.

If material is damaged and is still usable, a reasonable charge will be made by the patron and the material will continue to be circulated.

If material is not returned or paid for, and its value is \$5.00 or greater, the patron will not be allowed to check out any material.

REFERENCE POLICY

The Hawkins County Library System offers proctoring for students taking exams, subject to staffing limitations.

The TWRA Boating Safety Exam study materials are available at the libraries and patrons may use library computers to take this exam.

H.B. Stamps Library's Juno Altom Genealogy room has Microfilm Readers and more than 500 rolls of microfilm of newspapers, court records and other information of interest to researchers, as well as many books and genealogies of local families. Guests are directed to the Hawkins County Genealogical and Historical Society also. The Church Hill and Surgoinsville libraries also have small collections of genealogical material. See Addendum Number 2 for the policy for the Juno Altom Room

INTERNET USE POLICY

See the Hawkins County Library System Internet Access Policy. (Addendum Number 3)

FACILITIES USE POLICY | Adopted June 2018

The library buildings and grounds are to be used for library-related purposes only.

CONDUCT IN THE LIBRARY

See the Hawkins County Library System Code of Conduct. (Addendum Number 4)

VOLUNTEERS | Adopted December 1, 2014. Revised June 2016

The Director and/or Branch Manager may use the services of volunteer workers. The Director and/or Branch Manager may also choose temporary workers funded by other agencies. The Director and/or Branch Manager may reject volunteer or temporary workers deemed unable to meet the library's standards or policies.

SOCIAL MEDIA POLICY

The Hawkins County Library System uses social media to create a welcoming on-line space as a means to inform and entertain our patrons. In some forums, it may be possible for users to comment or interact with library staff or other library users. Comments and queries are monitored by library staff. The Library reserves the right to remove, or refuse to post any submissions that are unlawful or that violate this policy. Those who choose to use the library's social media sites must agree to the Terms of Service of that providers' site as well as all the library's policies, including its Social Media Policy, Internet Policy, and Library Code of Conduct. Parents and legal guardians are reminded that they, not the library staff, are responsible for their minors' use of the internet. Persons who do not agree to these terms are not to use the services provided.

For your safety, DO NOT post any personal information about yourself or others. Examples of what should not be posted are last names, age, phone numbers, addresses, school attending, etc. The Library reserves the right to remove any posts with personal information about other people or that violate another person's right to privacy.

All posts which contain any of the following will be removed and the poster barred from posting any subsequent messages to the library social media sites:

- Obscene, sexist or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous and slanderous statements
- Plagiarized or copyrighted material
- Comments unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Audio, video, photos or other images that fall in any of the above categories

The Library reserves the right to edit submissions for space or content while retaining the intent of the original post. The Library is not responsible for any of the comments patrons post on our Social Media Sites. A posted comment is the opinion of the person posting and publication of a comment does not imply agreement or endorsement by the Hawkins County Library System.

BULLETIN BOARD POLICY | Adopted June 1, 2015

Each library in the Hawkins County Library System provides a public bulletin board for the posting of community events and activities and public service notices of educational, cultural or community interest.

Individuals offering services such as lawn-mowing, babysitting, home repairs, etc. may post a notice no larger than 3"x5". Advertising by incorporated businesses is not permitted.

Staff shall remove any materials not following these guidelines.

Notices will be removed after the ending date of the event or no later than one month after posting. Posting of information does not imply endorsement by the library of any group, their ideas, beliefs or programs.

DISPLAY CASE POLICY | Adopted June 2016

Display space is available for educational, artistic, and cultural materials that promote interest in the use of books, library materials, and information or that share information about local groups. Library use of the display case takes priority over other exhibits. Exhibit requests should be timely and of general interest. A non-Library display exhibit may not directly or indirectly solicit funds, sell merchandise, or contain financial promotion of any kind. Political candidates will not be granted use of the display case because it would not be possible to grant all candidates equal time.

Displays will generally be changed monthly. Groups desiring to use the display case should submit a request to the Branch Manager at least 30 days in advance. The Branch Manager may reject any display that does not fit with the mission of the library. Display Case planning usually is made months in advance so selected times may not be available.

The library will take reasonable care to ensure the safety and security of items displayed, however Hawkins County Libraries and its employees will not be held responsible for any damages to or theft of any items displayed.

A Display Request Form must be submitted and signed before a display may be exhibited. The display case items must be put in the display no more than 2 days after the start of display period and removed on or no more than 2 days prior to the removal date. If the display is not removed by the removal date the Library reserves the right to remove the display.

Hawkins County Library System | Library Display Form

Date Requested: _____

Contact Person: _____

Phone Number: _____ Email: _____

Description of Display: _____

Removal Date: _____

I agree to display the described items at the Church Hill/H.B. Stamps/Surgoinsville Branch of the Hawkins County Libraries. I understand that reasonable care will be taken to insure the safety of displays loaned by me to the Hawkins County Libraries for display. I agree that the Library and its employees are not to be held responsible for any damages or loss of display items while housed on the Library property. I also agree to remove the items on or no more than 2 days before the agreed upon date.

Signature: _____

Date: _____

COLLECTION DEVELOPMENT POLICY

It is the goal of the Hawkins County Library System to obtain the maximum use of its collection by the greatest number of people.

The library service area of Hawkins County Library System consists of people of all age groups, education, abilities, and interests. The objectives of the Hawkins County Library System are to select, organize, label, and maintain the library collection, to help the citizens living in our service area to find the materials they want. Further, the Hawkins County Library System adheres to and wholly supports the **Library Bill of Rights**, **The Freedom to Read**, and **The Freedom to View** statements which are to be considered as part of this collection development policy.

The Board of Directors of the Hawkins County Library System has adopted this Collection Development Policy based on the library's mission statement to guide its librarians in the selection of materials, and to inform the public about the principles upon which the library's collection is developed and maintained.

It is the policy of the public library to provide differing points of view within its collection. The Hawkins County Library System does not endorse particular beliefs or views. Using the selection criteria described in the Collection Development Policy, the library endeavors to provide a collection of materials that reflects the diversity of viewpoints and interests within the community the library serves.

The Library System will not indicate, through use of labels or other devices, particular philosophies or moral situations expressed in a book. Library materials will not be marked or identified to show approval or disapproval of the contents. Nothing will be sequestered except for the express purpose of protecting it from injury or theft

RESPONSIBILITY FOR SELECTION

The final responsibility for the selection of materials at the Hawkins County Library System rests with the Branch Managers with the approval of the Library Director, who operates within the framework of policies adopted by the Library Board members in accordance with the System's Collection Development Policy. All professional staff members have collection development responsibilities. All staff members and library patrons may recommend material for consideration and are encouraged to do so.

SELECTION GUIDELINE AND CRITERIA

The library selects materials, within the limitations of its budget, based on reviews in the media both print and electronic, recommendations from the public, and the knowledge and expertise of the library staff. Materials are selected on the basis of content and style, usefulness, and factual accuracy. The primary objective is to ensure that monies are spent wisely to select material that will meet the educational and recreational needs of the community.

The library makes a positive effort to provide materials of sound factual data and honest opinion representing all points of view on topics of public interest and importance. Titles are not excluded on the basis of moral, racial, religious, or political prejudice. The following criteria will be considered when making selection decisions. An item need not meet all of the criteria in order to be acceptable:

- Accuracy and authoritativeness
- Cost and availability
- Literary quality
- Availability of material elsewhere in the community or through interlibrary loan
- Format, durability and ease of use
- Currency of information
- Popular demand and/or interest
- Regional interest
- Social significance
- Objectivity
- Reputation of author, editor, illustrator, publisher, producer, performer or translator

The library collects materials in various formats, including physical formats such as print and non-print media, and electronic formats.

SPECIAL CONSIDERATIONS

Memorial editions

Memorial and/or commemorative editions are purchased only when they will add notably to the stature of the library collection or when they are of local interest.

Tennessee Collection

Books and materials of local and state history are acquired, but no attempt is made to have a historically comprehensive Tennessee collection.

Local History Collection

The Library System strives to be aggressive in its collection of materials relating to the history of Hawkins County. The history of families that passed through this area and the areas where they originated are also of interest to the library.

Youth services collection

Materials for the Youth Services Collection are chosen to serve the needs of children of varying backgrounds and interests, ages and developmental levels. The library makes available a collection that satisfies the informational, educational, recreational, cultural and inspirational needs of children from infancy through young adulthood, and the needs of those who serve the child – parents, teachers, and youth workers.

The young adult collection includes materials particularly appropriate to adolescents age 12 through 18. It is not intended to be a comprehensive collection serving all the needs and interest of young adults, nor is it the library's intention that young adults should be confined to the use of this material.

Parents and legal guardians are responsible for their minor's use of library materials. The library does not serve in loco parentis (in the place of a parent) to restrict the access of minors to library materials. Selection of adult materials will not be limited by the possibility that books may come into the possession of minors.

Media Collection

If R-rated feature films are purchased, or accepted as donations, for the adult media collection, they will have the appropriate rating designation clearly marked on the box. Patrons must be 18 years old or older to check out such items, in accordance with T.C.A. 39-17-911 (Sale, loan or exhibition of material to minors).

Textbooks/Homeschooling needs

School libraries serve the curriculum needs of students. The library does not attempt to acquire textbooks or other curriculum-related materials except as such materials may also serve the general public. The library recognizes the need to provide a wide variety of cultural and recreational matter for students in traditional schools and those being homeschooled.

GIFTS/DONATIONS

Gifts/donations to the collection can be in the form of money or actual library materials. Items are accepted without donor stipulations or conditions and become the sole property of the Hawkins County Library System. Accepted items are accepted with the understanding that they will be considered for addition to the collection in accordance with this Collection Development Policy, and may be sold in a book sale, or otherwise disposed.

Special Collections

It is the policy of the library not to accept special collections of books to be kept together as a separate physical entity.

Direct Monetary Donations

Monetary donations can be made to any branch or to the Hawkins County Library System to purchase library materials, equipment, or to sponsor library programs. All gifts of money received by the Library will be processed within five business days of receiving the money. Gifts of money: All endowments, bequest, etc. must remain separated for their intended uses for the library.

Memorial & Honor Contributions

Monetary gifts in Memory or in Honor of a family member or friend are welcomed. Contributions can be made to any branch to purchase library materials. Memorial and Honor books are subject to the same Weeding Policy as all other books in the Collection.

There are several ways to make a contribution to your library:

Memorial Book

Memorial books may be purchased with contributions. A memorial book is a simple, thoughtful way to honor the memory of a loved one. Library staff will select a book for the section of your choice. A bookplate is placed in the front of each memorial book showing the name of the deceased and the donor. For donations of \$25 or more we will send a letter to family members notifying them of your gift.

Honor Book

Honor books may be purchased with contributions. An honor book is a wonderful way to honor loved ones on a special occasion -- such as a birthday or holiday, wedding or anniversary, graduation, or promotion -- to recognize a special achievement, or to show thanks to a business or a friend. Library staff will select a book for the section of your choice. A bookplate is placed in the front of each honor book showing the name of the honoree and the donor. For donations of \$25 or more we will send a letter to the honoree notifying them of your gift.

MAINTENANCE OF THE COLLECTION

In order to maintain a vital, interesting, and usable collection, the Hawkins County Library System Staff withdraws materials from the library's collection in accordance with the CREW Guidelines. At least 5% of the collection is removed each year and at least 5% is added. This process allows the library to better utilize space, locate materials which need to be repaired or replaced, identify areas where additional material is needed, and have a current, reliable collection.

The following criteria will be considered when making weeding decisions:

- Antiquated appearance
- Duplicate copies no longer needed
- Materials which have not circulated in the last three years
- Outdated, invalid information(much material, such as scientific, medical, technical and travel, is expendable within three years)
- Poorly bound, printed or constructed
- Superseded editions
- Worn beyond use
- Online availability and access

Items meeting one or more of these criteria will not necessarily be removed.

It shall be the responsibility of the Library Director, assisted by the Library Staff to use their knowledge of books and materials to decide to remove materials from the shelves and dispose of them in a suitable manner.

RECONSIDERATION OF MATERIALS

Comments from members of the community about the collection or individual items in the collection frequently provide librarians with useful information about interests or needs that may not be adequately met by the collection. The library welcomes expression of opinion by patrons, but will be governed by this Collection Development Policy in making additions to or deletions from the collection.

The Board of Directors considers all materials selected under this policy to be protected under the First Amendment of the United States Constitution. If a patron claims that a particular item is not constitutionally protected, the burden of proof rests with that patron.

Patrons finding certain library material objectionable may request that it be reconsidered by filling out the “Request for Reconsideration of Library Materials”.

The library will respond to a “Request for Reconsideration of Library Materials” (the Request) in the following manner:

- The staff member on duty receiving the initial request for consideration will supply the patron with a “Request for Reconsideration of Library Materials” form and ask the patron to complete the form.
- When the Request Form is completed and turned in to a staff member, it will be given to the Library Director immediately.
- The Director refers the form to the Library Board Chair.
- A review committee is appointed by the Board Chair. The committee shall consist of five members: One shall be a librarian currently on the staff of the library, one shall be a current board member and three shall be local citizens who are not affiliated with the library.
- Each member of the committee reads or views the material.
- The committee recommends appropriate action
- The Board of Directors will then make a final determination on the Request.
- The Library Director and the Board Chair will convey in writing the Board’s decision to the initiator of the Request.

REVIEW AND REVISION OF THE COLLECTION DEVELOPMENT POLICY | Adopted March 2, 2015, Amended June 2018

This Collection Development Policy including any attachments will be reviewed periodically, at least every five years, by the library staff and the Library Board of Directors. It may be revised only with the formal approval of the Board.

The Hawkins County Library System makes every effort to protect the privacy of library users. The library is guided by Tennessee State law regarding the privacy of patrons of the library Records. The code (TCA 10-8-102) reads as follows:

No employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such a library.

The Hawkins County Library System also adheres to the American Library Association Code of Ethics that states in Article III:

We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

Confidentiality of Library Records

Hawkins County Library System staff will not respond to any informal request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, email requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant) and/or under the provisions of the USA Patriot Act.

The USA Patriot Act

The Uniting and Strengthening America by Providing Appropriate Tools Required to Incept and Obstruct Terrorism Act (USA PATRIOT ACT) became law on October 26, 2001. Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for Library records for investigations relevant to national security or terrorism. Libraries or librarians served with these search warrants may not disclose, under the penalty of law, the existence of the warrants or the fact that records were produced as a result of the warrants.

Personally Identifiable Information

Circulation Records: Hawkins County Library System will collect only the information needed to contact library users, such as mailing address, email address, phone number, etc., in order to ensure the proper notification, lending, and return of library materials and the collection of fines. Records will be retained for the shortest length of time necessary to facilitate library operations. Patron material is circulated via the libraries Atrium automation system. The Library does not sell, rent or otherwise distribute information to outside parties except for the possible recovery of materials.

Email reference questions submitted to the Library will be retained for no more than three months. Questions are obtained only for the purpose of statistics and to assist with follow up queries from clients. The questions themselves and any personal information such as names, email addresses, telephone and fax numbers submitted with the questions are confidential and are treated as other library user information under provisions the Confidentiality of Library Records policy above.

Searches of the online public access catalog (OPAC): The Library does not require personal information to use the OPAC. OPAC searches are conducted via Atrium automation software. Once a search is completed, a patron may clear his own search history. The search history is also erased automatically whenever the web browser is closed. The software does not retain a copy of any search.

Electronic Databases and the Internet: No library card or identification is required to use the library's desktop Public Access Computers. Users are issued a single use PIN to use the desktop computers. A library card in good standing is required to use the laptop computers and other electronic devices. When the patron logs off of a library desk top computer or laptop computer, the software erases all search history. Library patrons should be aware that the Hawkins County Library System and other Tennessee library organizations license commercial databases from a variety of vendors. The Library will make every effort to restrict electronic database vendors from collecting and using identifying personal information.

Interlibrary Loan Records: Patrons may borrow items not owned by the Hawkins County Library System from other libraries. The Hawkins County Library System tracks items currently being borrowed through a database.

In order to protect our genealogical collection and ensure that the materials will be available for other researchers, we have established the following rules.

- The Juno Altom Genealogy Room is kept locked at all times. Staff will open it to researchers during regular library hours.
- All who use the room must sign the register book, printing their name and address and signing to signify they agree to abide by the policy.
- The following materials and devices are permitted in the Juno Altom Room:
 - Spiral or other bound notebook.
 - Pencils
 - Digital Camera/Cell phone
 - Laptop Computer or similar device, flash drives
- The following and similar items are not allowed:
 - Backpacks, purses, briefcases, and totes.
 - Coats
 - Ink Pens
 - Loose Papers
- Coats may be hung on the coat rack outside the genealogy room. Other items may be left in your car or stored under the Circulation Desk. However, the library cannot be held responsible for items left under the Circulation Desk.
- Please ask for staff assistance in using the Microfilm Readers. With the ScanPro, copies can be made or information may be saved to a flash drive. No more than three rolls of microfilm may be used at a time. Staff must unlock the microfilm cabinet and each roll must be signed out. Staff must return the microfilm to the cabinet before more may be signed out.
- Patrons may copy materials, but all copies must be left at the Circulation Desk until the patron is ready to leave the library. It is the responsibility of the patron to comply with Copyright laws.
- The library reserves the right to make a visual search of notebooks as the patron leaves the genealogy room.

Addendum #3: Technology Use Policy

The Hawkins County Library System is committed to its role in serving the information needs of all its citizens. The internet is another resource to provide the community with access to information and materials not physically available in the library. Patrons should be aware that not all sources on the internet provide information that is accurate, complete, current, legal, or philosophically acceptable to all citizens. Some information on the internet may not meet the library's collection development standards.

PROCEDURES: To use a desktop computer, ask for a **PIN**. For Library owned Laptops and other electronic devices, refer to the Laptop/Portable Electronic Device Policy (Addendum #6). All those who use library owned equipment as well as all who use their personal equipment to access the internet, must read and accept the agreement on the computer screen. A flash drive may be used to save your work. Library Staff will determine if other devices may be used on Library computers. When your session ends the computer is automatically wiped clean.

TIME LIMITS: Library Desktops-Sixty (60) minutes per session, if others are waiting for access. If you require additional time, you must notify staff before you begin your session, or no later than ten (10) minutes before your time is up. The computer automatically disconnects when the session ends.

- Library Laptops- Four (4) hours per session. Time may be extended at the discretion of the staff.
- Library Portable Electronic Devices- Four (4) hours per Session unless the device has a built in time limit.
- Wi-Fi on Personal Devices- Two (2) hours per session. The library reserves the right to disconnect any device as needed to provide all patrons the opportunity to access the wireless connection.

FILTERS: Because the Hawkins County Library System accepts E-Rate discounts and LSTA Funding, it is required to comply with the Children's Internet Protection Act (CIPA). (TCA 39-17-911). Specifically, the Hawkins County Library System uses filters on all its computers and on its Wi-Fi access to prevent access by minors to pornographic and inappropriate material that may be harmful to them. Individuals 17 years old or older may request that the filter on a library computer be turned off. However, all computer users should be aware that since the computer screens are visible to others, they cannot be considered private. The library makes no claim that its filtering software is foolproof. The library will have no liability for damages relating to the operation or failure of the filtering software.

SAFETY AND SECURITY: The library's Wi-Fi connection is not secure. Patrons using their personal devices to access the library's Wi-Fi connection are responsible for installing virus protection, firewalls, or other measure to protect their personal information. The risks involved in using a public wireless connection include hacking, viruses, worms, malware and identity theft. The library is not responsible for any damage, loss, or theft that may occur as a result of your use of the library's internet and /or wireless access.

All internet users should educate themselves on measures to safeguard their personal information and privacy on the internet. The library has materials available to assist you in the safe use of the internet. Staff will also help you search on-line for up-to-date information on internet safety and security measures.

You must keep your personal devices with you at all times. Library staff are not responsible for the safety of your equipment. Personal devices may only be connected to surge protected outlets at designated areas in the library. This is to avoid potential trip hazards or other safety problems.

Parents or legal guardians of juveniles, not the library staff, are responsible for their children's use of the internet. The library encourages them to educate their children on safety when using electronic mail, chat rooms, social media sites, Skype, and other forms of electronic communications. The library will have educational materials available and from time to time will offer programs on internet safety. Parents or guardians are encouraged to supervise their children's internet sessions.

UNACCEPTABLE USE: Those who use the library's internet connections, computers and devices, both adults and minors, are prohibited from: (a) unauthorized access, or "hacking" (b) unauthorized disclosure, use and dissemination of personal information regarding minors (c) viewing pornographic, violent or hate sites or any site that teaches or promotes illegal activity (d) using library equipment and internet connections to commit illegal activities (e) violation of computer system security, software licensing agreements or network usage policies and regulations (f) damaging or altering hardware or software (g) activities that disrupt library patrons or staff.

PRINTING: Black and white and color printing is available from the library's desktop and laptop computers. Please ask staff to turn on the printer if you are printing from the library's laptop. Black and white printing is available from the library laptop computers. If you wish to print in color from a laptop computer, you must also save your work to a flash drive and ask staff to print it. If you wish to print from your personal device, you must save your work to a flash drive. Staff will then be able to print it for you.

TROUBLESHOOTING PERSONAL DEVICES: Library staff may provide limited technical assistance in configuring your device with the understanding that library staff is not liable for any damage. For all else please refer to your device's documentation for details on how to use it and how to access wireless.

COMPLIANCE: Library staff reserves the right to ensure compliance with this policy. Customers violating the policy shall be prohibited from future access to the computers and /or internet.

Addendum #3.a: Library-Owned Technology Device In-Library Usage | Adopted March 2, 2015, Amended June 2018

- Laptop computers and portable electronic devices (PEDs) can only be checked out by patrons in good standing with a Hawkins County Library System Card (H.B. Stamps Library; Church Hill Library; Surgoinsville Library). The library card must be left at the circulation desk while the item is checked out.
- The laptop/PED can only be used in designated areas inside the library building. Under no circumstances is the borrower to leave the laptop/PED unattended.
- If a laptop/PED checked out for In Library usage is removed from the building, the police will be notified and the borrower will be denied future borrowing privileges.
- Patrons who have fines over \$5.00 are ineligible to check out a laptop/PED.
- A patron may borrow only one laptop/PED at a time.
- Laptops/PEDs are available on a first come, first served basis. They may not be reserved in advance. Laptops/PEDs will not be checked out less than one hour before the library closes.
- Laptops/PEDs may be checked out for four (4) hours at a time. Time may be extended at the discretion of the staff. Laptops/PEDs must be returned to staff at the circulation desk 30 minutes before the library closes.
- Borrowers may not install software or alter, delete, or copy any software on the laptop/PED or change its existing configuration.
- Borrowers must use a flash drive to save their work or send it via an email attachment. When the computer is turned off, the files are automatically deleted.

- Black and white printing from the laptops is available through a wireless connection. For color copies, save your work to a flash drive and staff will print it. Fees are charged for all copies.
- The borrower has full responsibility and fiscal liability for all costs associated with damage to the laptop computer/PED or its associated peripheral equipment during the period it is checked out or its replacement costs should it be lost or stolen.
- The Hawkins County Library System is not responsible for damage to any removable device or loss of data that may occur due to malfunctioning hardware or software.

The Board of Trustees of the Hawkins County Public Library system has established the following code of library conduct to ensure everyone's use of the library is as pleasant and beneficial as possible at all times. The Library Board and library employees avidly support the library's role as a public institution open to all people. Our services are offered free of bias and favoritism. Observation of this code will enable everyone to fully enjoy the library, its services and materials in a pleasant and safe environment.

1. Children 10 and under must be supervised by a parent or an adult caregiver.
2. Parents and/or caregivers of minors are expected to pick them up before the library closes. Minors left unattended will be subject to laws of the state of Tennessee.
3. Use of a cell phone in a way that does not disturb others is permitted.
4. Well behaved pets on a lead or in arms are permitted.
5. Food and covered beverages are permitted in designated areas or during approved library sponsored events.
6. All kinds of tobacco products, e-cigarettes, alcohol, weapons, and drugs (illicit or illegal) are strictly prohibited at any library facility or event.
7. Selling or soliciting services, except fund raising by library Friends groups, should be conducted off library property.
8. Use of obscene or abusive language and/or disorderly conduct shall result in that person(s) being asked to vacate the premises. Local law enforcement may be contacted to apprise them of the situation.
9. Threats or acts of violence will result in the immediate contact of law enforcement and may result in a permanent exclusion from the library.
10. Appropriate attire including shoes and shirts must be worn while in the library.
11. Persons with personal hygiene which constitutes a hazard to other persons shall be asked to leave the building.
12. Use of skates, skateboards or similar devices is prohibited on library property.
13. Strictly prohibited are: illegal acts or conduct in violation of Federal, State, or local laws, ordinances or regulations.
14. Civility and respect for others' rights and feelings is expected of everyone.
15. Reasonable care will be taken to maintain the library, materials, and equipment so that it may be used and enjoyed by everyone.

The public library is the most inclusive, democratic, and open of all public institutions. Your support of and compliance with this code will help ensure that the library maintains this enviable position and that it continues to carry out its mission of service to all.

1. Begin each day with a fresh "Daily Cash Report" with the day's current date. The report is kept at the circulation desk.
2. All money for the day is recorded onto the "Daily Cash Report Form" under the appropriate column (fines/fees, copies & printing, color copies, faxes/scans/laminate, gifts/memorials/donation, other).
3. At the end of the day the money is tallied. \$40 is left in the cash drawer.
4. The person who tallies the money signs their name at the top of the form.
5. A 2nd person tallies the money and verifies totals are correct and signs their name at the bottom of the form.
6. The money is stored in a locked cabinet and the cash drawer is returned to its place at the desk.
7. Deposits are made twice a week on a schedule to be determined by the Branch.
8. The 3 tally sheets are totaled and added to a Deposit Reconciliation Form (divided by currency & account).
9. Deposit Reconciliation forms are numbered starting with year (2016) and 1.
10. The deposit is counted and verified that the cash/checks matches the amount on the Deposit Reconciliation Form. The form is signed by the person doing the counting.
11. A 2nd person totals the amounts on the 3 tally sheets and verifies that the amounts match. This person also counts the deposit and verifies the cash/checks match the amount on the Deposit Reconciliation form and signs the form.
12. Deposits will be made by the Branch Manager/Director's designated staff member
13. Deposits, including the deposit number, will be recorded in QuickBooks by the Branch Manager/Director or Branch Manager's designee.
14. Accounts will be reconciled by the Branch Manager/Director.

Deposit Reconciliation Form

DATE: _____

NAME: _____

Bills	
Checks	
Rolled Coins	
Loose Change	
*TOTAL	

Deposit Reconciliation Form

DATE: _____

NAME: _____

Bills	
Checks	
Rolled Coins	
Loose Change	
*TOTAL	

Breakdown of Deposit for Budget

Fines/Fees	
Copies/Fax/Laminate/Scans	
Gifts/Donations/Book Sales/Other	
Other Branch Fines Over \$20:	
Other Branch Lost Book Fees:	
*TOTAL	

Breakdown of Deposit for Budget

Fines/Fees	
Copies/Fax/Laminate/Scans	
Gifts/Donations/Book Sales/Other	
Other Branch Fines Over \$20:	
Other Branch Lost Book Fees:	
*TOTAL	

Counter signature

***Totals Should Match**

Counter signature

***Totals Should Match**

A patron must be in good standing and present a valid driver's license to check out a Technology Device and sign a Technology Circulation Form.

Patrons under the age of 18 may borrow a Technology Device with the consent of and understanding that the parent accepts full responsibility and financial liability for the Technology Device.

Check out of a Technology Device by a patron under the age of 18 requires both the parent and child's signature on the Technology Circulation Form.

The patron accepts full responsibility and financial liability for the Technology Device and the accessories included while it is checked out.

The patron agrees to pay all costs associated with damage to, loss of, or theft of the Technology Device and the accessories while it is checked out.

Replacement Costs:

Kindle Fire: \$55 Kindle Case: \$10.00 Kindle Power Cord: \$15

Laptop: \$280 Laptop Case:\$20 Laptop Power Cord: \$20 Mouse: \$15

Only 1 Technology Device may be checked out per card.

The Technology Device is checked out for 2 weeks and may be renewed once if the Technology Device is not on hold for another patron.

A late fee of \$1.00 per day will be charged if the Technology Device and the accessories are not returned by the due date.

The Technology Device and the accessories included **MUST** be returned to the circulation desk and handed to a staff member.

The failure to comply with any of these rules may result in the loss of Technology Device borrowing privileges.

**Technology Circulation Form
Adult Patrons**

My signature below indicates that I have read the following statement and that I agree to abide by these conditions of use when borrowing a Technology device from the Libraries of Hawkins County (Church Hill Public Library, H.B. Stamps Memorial Library, Surgoinsville Public Library).

- I agree to accept full responsibility and financial liability for the Technology device and the accessories included while it is checked out to me.
- I agree to pay all costs associated with damage to, loss of, or theft of the Technology device and the accessories included while it is checked out to me.

Replacement Costs:

Kindle Fire: \$55 Case: \$10 Power Cord: \$15

Laptop: \$280 Laptop Case: \$20 Laptop Power Cord: \$20 Mouse: \$15

- I understand that the Technology Device is checked out for 2 weeks and may be renewed once if the Technology Device is not on hold for another patron.
- I understand that a late fee of \$1.00 per day will be charged if the Technology Device and the accessories are not returned by the due date.
- I understand that the Technology Device and the accessories included **MUST** be returned to the circulation desk and handed to a staff member.
- I understand that the failure to comply with any of these rules may result in the loss of Technology Device borrowing privileges.

Patron Name _____

Phone # _____ Email _____

Mailing Address _____

Patron Signature _____

Patron Library Card Number _____

Library Use Only

Patron has received a copy of this form at checkout: ___Yes ___No

Staff Signature _____ Date _____

**Technology Circulation Form
Juvenile – Young Adult Patrons**

My signature below indicates that I have read the following statement and that my child and I agree to abide by these conditions of use when borrowing a Technology device from the Libraries of Hawkins County (Church Hill Public Library, H.B. Stamps Memorial Library, Surgoinsville Public Library).

- I agree to accept full responsibility and financial liability for the Technology device and the accessories included while it is checked out to my child.
- I agree to pay all costs associated with damage to, loss of, or theft of the Technology device and the accessories included while it is checked out to my child.

Replacement Costs:

Kindle Fire: \$55 Case: \$10.00 Power Cord: \$15

Laptop: \$280 Laptop Case: \$20 Laptop Power Cord: \$20 Mouse: \$15

- I understand that the Technology Device is checked out for 2 weeks and may be renewed once if the Technology Device is not on hold for another patron.
- I understand that a late fee of \$1.00 per day will be charged if the Technology Device and the accessories are not returned by the due date.
- I understand that the Technology Device and the accessories included **MUST** be returned to the circulation desk and handed to a staff member.
- I understand that the failure to comply with any of these rules may result in the loss of Technology Device borrowing privileges.

Borrower's Name _____ Library Card Number _____

Borrower's Signature _____

Responsible Party

Parent/Guardian Name _____

Phone # _____ Email _____

Mailing Address _____

Parent/Guardian Signature _____

Parent/Guardian Library Card Number _____

Library Use Only

Patron has received a copy of this form at checkout: ___ Yes ___ No

Staff Signature _____ Date _____

Acceptance of donations of non-collection-related material (games, puzzles, knickknacks, pictures, furniture, etc.) is at the discretion of the Branch Manager and/or Library Director. Donated items become the property of the Hawkins County Library System and as such may be used, donated, or disposed of (including the sale of) as the Branch Manager and/or Library Director deem appropriate.