

Service Policy
Frisco Public Library

Table of Contents

Section 1.	City Code	1
Section 2.	Mission Statement	1
Section 3.	Long Range Plan of Service	1
Section 4.	The City of Frisco Library Advisory Board	1
Section 5.	Who May Use the Library	2
	A. Use of Library Materials and Services	2
	1. Eligibility of Service	
	2. Denial of Service	
	3. Reservation	
	B. Use of the Facilities	2
	1. Statement of Purpose	
	2. General Guidelines	
	3. Meeting Rooms	
	4. Displays	
Section 6.	Library Responsibility	5
	A. To the Customer	5
	1. Confidentiality of Records	
	2. Services Provided	
	3. Service Limitations	
	B. To the Community	7
	1. The Library: Serving the Community and the Family	
	2. Cooperation with Other Libraries	
	3. Library Auxiliary Organizations	
	4. Public Relations	
	5. Statistics	
	6. Building Collections	
	C. To the Staff	9

Section 7.	Customer Responsibility	9
	A. General	9
	B. Public Property	9
	1. Library Materials	
	2. Library Facilities	
	C. Respect for the Rights of Others – Conduct in the Library	10
	1. General Regulations	10
	2. Disruptive Behavior	11
	a. Adults	
	b. Youth	
	c. Children	
	3. Children Left Unattended	11
	D. Violations	11
	E. Customer Communications	12
Section 8.	Access to Ideas and Information through Purchased Materials	
	A. Principles	12
	B. Policy	13
	1. Selection	
	2. Accessibility	
	C. Weeding	14
	D. Reconsideration of Library Materials	15
	E. Responsibility and Authority	15
Section 9.	Gifts	
	A. Cash	16
	B. Materials	16
Section 10.	Access to Ideas and Information through Technology and Digital Sources	
	A. Mission	16
	B. Definition and Purpose of Technology Access	16
	C. Applicable Laws	17
	D. Disclaimer	17
	E. Internet Access by Minors: Regulations and Restrictions	17
	F. General Responsibilities of Customers	17
	G. Confidentiality of Use	18
	H. Staff Assistance	18
	I. Sanctions	18
	J. Responsibility and Authority	19

Section 11.	Appendices and Severability	19
Section 12.	Effective Date	19

Appendices – Schedules, Forms, and Statements

A. Schedules – Fines, Fees, Loan Periods, Material Classifications, Acceptable forms of identification, Payment for materials lost while charged to Customer, Meeting room charges, Hours of Service, Database user fees, Meeting Room limits and accessibility, Proctoring examinations, Buildings and grounds, Search Warrants and the USA Patriot Act.

B. Forms – Borrowers contracts, Requests for reconsideration (3), Meeting Room application.

C. Statements –

The Library Bill of Rights,

The Freedom to Read Statement,

Freedom to View Statement,

Challenged Materials: An Interpretation of the Library Bill of Rights,

Statement on Labeling: An Interpretation of the Library Bill of Rights,

Statement on Evaluating Library Collections,

Reconsideration of Library Material,

Policy on Confidentiality of Library Records,

Resolution on Radio Frequency Identification (RFID),

Statement on Free Access to the Library for Minors,

Resolution on the USA Patriot Act and Related Measures that Infringe on the Rights of Library users,

Librarian’s Code of Ethics.

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF FRISCO, TEXAS ESTABLISHING A SERVICE POLICY AT THE FRISCO PUBLIC LIBRARY TO GOVERN THE USE, EXPECTATIONS, BEHAVIOR AND RESPONSIBILITIES OF THE FRISCO PUBLIC LIBRARY; PROVIDING FOR THE REPEAL OF ALL ORDINANCES AND RESOLUTION IN CONFLICT WITH THIS ORDINANCE; PROVIDING FOR REPEALING, SAVINGS, AND SEVERABILITY CLAUSES; AND PROVIDING FOR AN EFFECTIVE DATE HEREOF.

WHEREAS, the City Council of the City of Frisco, Texas (the "Council" and the "City"), has established Ordinances and Resolutions concerning the Frisco Public Library (the "Library"); and

WHEREAS the City Council wishes to adopt a Service Policy at the Frisco Public Library to govern the use, expectations, behavior and responsibilities of the Frisco Public Library, its staff and patrons; and

WHEREAS, the City Council finds that it will be advantageous, beneficial and in the best interest of the citizens of Frisco to adopt a Service Policy at the Frisco Public Library.

NOW, THEREFORE BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF FRISCO, TEXAS:

SECTION 1: RESCISSION OF CONTRADICTORY ORDINANCES.

The City of Frisco hereby rescinds all such previous Ordinances and resolutions which are in contradiction with this Ordinance.

SECTION 2: MISSION STATEMENT.

The mission of the Frisco Public Library is to inspire intellect, curiosity, and imagination.

SECTION 3: LONG RANGE PLAN OF SERVICE.

The Library Director and such staff members as he or she selects will periodically review, revise, or redraft a long-range plan of service, included as part of the appendices attached hereto. The Library will establish budgets and procedures in accordance with this plan of service.

SECTION 4: THE CITY OF FRISCO LIBRARY ADVISORY BOARD.

The City Council recognizes the importance of a citizen board for input on matters relating to library service for the citizenry. The City Council hereby recognizes that a Board should be responsible for fulfilling the roles and responsibilities of such a citizen board. The Council contemplates and anticipates that when created, a Board of the Frisco Public

Library Foundation, Inc., a 501(c) 3 not-for-profit corporation (the "Foundation"), would fulfill the roles and responsibilities of such a citizen board. Since the Foundation would be a separate legal entity, the Council cannot and will not attempt to make regulations concerning the establishment or operation of such a board. The Council, however, reserves the right of governance and management over the library and its personnel and states that the Foundation shall have no power to obligate the City of Frisco in any manner whatsoever. The Council realizes that the Foundation must operate within and under Texas and Federal regulations, including those mandated by the Internal Revenue Service. The Council does request occasional communication from the Foundation concerning its recommendations for the library system.

SECTION 5: WHO MAY USE THE LIBRARY.

A. Use of Library Materials and Services

1. THE LIBRARY WILL SERVE THE FOLLOWING CUSTOMERS:
 - a. residents of the City of Frisco;
 - b. residents of such governmental districts as determined by the Frisco City Council;
 - c. residents of the State of Texas as long as state funding and/or access to electronic collections mandate such service;
 - d. all who qualify by the terms of this section, without denial nor abridgment because of gender, race, ethnicity, age, or religious, racial, social, economic, or political views or status.
2. The Library may deny its use or services or may require any individual or group to leave the premises for due cause. Due cause may include but is not limited to the following actions:
 - a. failure to return books or to pay penalties;
 - b. destruction of library property;
 - c. disturbance of other customers including but not limited to verbal, auditory, physical, or olfactory assault;
 - d. any objectionable or illegal conduct on Library premises;
 - e. theft or improper removal of library materials from the premises;
 - f. violation of any terms or conditions of this policy.
3. The Library reserves the right to limit its use and services.

B. Use of the Facilities

1. STATEMENT OF PURPOSE – MEETING SPACES
 - a. The City of Frisco created the Frisco Public Library and designated all the meeting spaces and display areas for educational and cultural activities supporting the Library's program.
 - b. Only under the special conditions listed below may community organizations use these areas for meetings or for displays.

- c. Library sponsored support organizations such as the Friends of the Frisco Public Library (“Friends”) and Foundation are largely exempted from these guidelines.

2. GENERAL MEETING GUIDELINES

After the Library schedules its programs and displays, other educational or cultural community organizations that are non-profit, non-partisan, and non-sectarian may apply to use a room or display area. The following general guidelines apply to such groups:

- a. The facility is available only during library service hours (this includes all set-up and take-down time). Meetings must conclude at least fifteen minutes prior to the closing of the Library.
- b. To use any space, organizations must apply in writing using the forms available at the Library Circulation Desk. (The Library limits standing reservations and will not host regular meetings to give all groups equal access.)
- c. Groups using the rooms shall be responsible for setting up chairs, tables, and other equipment before the meeting, maintaining order during the meeting, taking down whatever they put up after the meeting, and seeing that the facility is neat and clean at the conclusion of the program.
- d. Organizations may not charge admission, accept donations, nor take collections.
- e. Organizations may not sell, offer, nor in any way advertise merchandise or service.
- f. Organizations must open their programs to the public without exclusion.
- g. Young people’s groups must provide adequate supervision by adults.
- h. Groups are responsible for providing their own equipment, other than chairs, tables, and a lectern.
- i. Groups are responsible for enforcing the City’s smoking ordinance, which does not permit smoking in any area of the Library.
- j. Groups must provide adequate protection for their program materials, exhibits, etc.
- k. Organizations will hold harmless the Library and the City of Frisco of any damage suffered because of or resulting from use of the facility.
- l. No reservation shall be legally binding. The Library Director may cancel any room reservation or display at any time, for failure to comply with any of these policies or if a City organization has need for the meeting space.
- m. Permission to meet or display in the Library does not constitute endorsement by the Library, the Foundation, or the Council of any aspect of a meeting or display.

3. MEETING ROOM(S) -- OCCUPANCY

- a. The Fire Marshal periodically establishes maximum capacities for library meeting spaces. These are outlined on the schedules in the appendices.
- b. Organizations may serve light refreshments, but no alcoholic beverages. If they use a pantry facility, they are responsible for cleaning it thoroughly.
- c. The Library Director shall annually review the library's needs for space and will allocate remaining space for the public following that determination.

4. DISPLAYS

a. Display Committee

This Committee consists of three members of the Foundation Board, appointed annually by the President of the Foundation, an art instructor from a local educational institution, and a library staff member, appointed by the Library Director. The Library Director will be an *ex officio* member (interpreted throughout this policy to be voting member) of the Display Committee. In the event of a tie vote, the Foundation President will be called upon to cast the deciding vote.

b. Library Sponsored Displays

- 1) The Display Committee will encourage citizens or groups to exhibit items of artistic and educational value in library sponsored displays.
- 2) Displays sponsored or cosponsored by the Library may not be subject to the guidelines below.
- 3) The Library regularly provides display space for student artists in area educational institutions.

c. Displays Without Library Sponsorship

- 1) The Display Committee will review the appropriateness of proposed displays.
- 2) Potential displayers must submit the following to the Frisco Public Library:
 - a) a completed application on the approved form
 - b) a resume, portfolio, or other descriptive materials.
- 3) The library will not grant permission to display if such display interferes with the proper functioning of the Library as determined by the Library Director.
- 4) Decisions of the Display Committee are final.
- 5) Responsibilities of the Exhibitor/Displayer shall include, but not be limited to the following:
 - a) identification, on the display, of the group or individual sponsoring it;
 - b) setting up and removing the display according to the "Display Guidelines" in the appendices;
 - c) maintaining the display in a condition acceptable to the Library Director;
 - d) signing a written release assuming sole responsibility for any and all damages to the display and any and all damages to the facility because of or resulting from the display, either directly or indirectly;

- e) providing a statement, if required by the Library, that the viewpoints of the display are not necessarily those of the Library.
- 6) Responsibilities of the Library are limited as enumerated below:
 - a) the Library is not responsible for the theft of or damage to displays;
 - b) the Library will not set-up, remove, maintain, insure, or transport displays other than those that it owns, sponsors, or co-sponsors.
- 7) Other rules may apply as mandated by the City of Frisco Risk Management Division.

SECTION 6: LIBRARY RESPONSIBILITY.

A. To The Customer

1. CONFIDENTIALITY OF RECORDS

As mandated by state law, with exceptions noted herein (including the appendices):

- a. The Library will protect, as far as possible, the privacy of any customer who uses the Library.
 - 1) Except as may be required by law, the staff of the Library will not provide information to a third party about what a customer of the Library is reading, viewing, or calling for from the library's collection.
 - 2) The Library will not yield any information about its customers or their reading to any agency of government, whether local, state, or federal, without an order from a court of competent jurisdiction.
- b. Unless required by law or to determine the customer's needs, the Library will not inquire into the purposes for which a customer requests information or books.
- c. The Library may keep records required for loaning books or answering reference questions. The sole purpose of such records is to protect public property or to provide better service.

2. SERVICES PROVIDED

The Library staff:

- a. will select from the mass of available materials items that best meet the needs of the community;
- b. will organize library collections for easy access;
- c. will provide guidance for people to obtain the information they seek;
- d. will initiate programs, exhibits, book lists, etc., to stimulate the use of library materials;
- e. will cooperate with other community agencies and organizations to determine and strive to meet the educational needs of the community;
- f. will encourage, provide, and work with a Library Volunteer Program;
- g. accepts a responsibility for securing information beyond the library's own resources by these means:

- 1) collecting information about resources of agencies, institutions, organizations, and individuals in and beyond the community;
 - 2) borrowing materials for customers in accordance with Interlibrary Loan Codes. These materials must be items that the Library does not own or cannot purchase because of budget limitations or lack of demand.
- h. will, once collections are maintained at a minimum of one item per capita, lend circulating materials to other libraries that do not have access to those items (in accordance with the Interlibrary Loan Code);
 - i. will endeavor to maintain a balance in its services to men, women, young people, and children. Therefore, the Library will cooperate with, but cannot perform the functions of school or other institutional libraries, which are designed to meet curricular or other specialized needs;
 - j. will provide services during the hours determined by the Library Director and City Manager;
 - k. will periodically review library services to determine whether available resources and/or the needs of the community indicate the discontinuance or addition of services;
 - l. will, as staff and schedules permit, offer tours, lessons, and programs on a limited basis and only if scheduled in advance (see appendix).

3. SERVICE LIMITATIONS

- a. The Library reserves the right to deny or limit its use and services to groups or individuals making excessive demands. Such demands may include those made by students, educators, puzzle contestants, and others. Often these individuals and/or groups' needs for staff time, available materials, or space prohibit attention to other individuals and groups.
 - 1) The Library will not take the place of the school or institutional media center. Student's assignments are made to teach them to think, to apply themselves, and to learn to use reference sources. Provision of in-depth aid is counter-productive to the learning experience.
 - 2) Except as may be required by law, the Library will not address or answer lists of questions.
- b. The Library reserves the right to limit the number of titles borrowed by any one person or loaned to any single address at any one time or during concurrent checkout periods.
- c. Staff will answer telephone questions as soon as possible, but individuals who come to the Library have first priority. Staff cannot respond over the telephone to requests involving extensive research. The Library asks that customers make longer requests by email, when that is available.

- d. The Library is not responsible for any additions or other alterations to materials.
- e. Staff will not give information from city directories (e.g., crisscross or Polk directories) by telephone.
- f. During or following severe weather, Acts of God, or civil disobedience, the Library closes, along with other city offices at the discretion of City Management. Due dates for the return of borrowed materials will be adjusted for situations where travel to the Library is inadvisable.

B. To The Community

1. THE LIBRARY: SERVING THE COMMUNITY AND THE FAMILY

The Library supports parents' rights to guide their own children's moral development and thought processes. The Library maintains a policy of open stacks and easy access to books, magazines, and non-print materials because the collection is designed to serve the whole community. Therefore, parents must take the responsibility to help their children select appropriate materials. The library staff is ready to assist all persons using the library in locating appropriate materials.

2. COOPERATION WITH OTHER LIBRARIES

- a. The Frisco Public Library expands its services to customers by active participation in such groups as the Northeast Texas Library System (NETLS)..
- b. The Library Director will maintain membership in both the Texas Library Association (TLA) and the American Library Association (ALA) and encourage the professional staff to do the same. The Library will use the consulting, training, and networking services of TLA, ALA, the State Library, and NETLS as the need arises.
- c. The Library subscribes to the Interlibrary Loan Code and is prepared to loan materials when its collections reach the benchmark of one item per capita.

3. LIBRARY AUXILIARY ORGANIZATIONS

- a. The Frisco Public Library may sponsor worthwhile organizations by providing one or more of the following:
 - 1) special use of the facility or materials;
 - 2) staff support;
 - 3) inclusion in the Library's long range organizational goals;
 - 4) budgetary support;
 - 5) other help or support.
- b. In return for such sponsorship, the organization will assist the Frisco Public Library in achieving its "Plan of Service" and "Long Range Goals."
- c. This "sponsorship" is represented in such groups as the Friends of the Frisco Public Library and the Foundation.

4. PUBLIC RELATIONS

- a. The following are the primary public relations goals of the Library:
 - 1) to make the general public aware through publicity in local news media, programs, bibliographies, and other forms of communication of the many services available to them in their local library;
 - 2) to encourage active participation in the varied services offered by the Library to people of all ages.
- b. The Library recognizes that public relations involve every person officially associated with the Library.
- c. The Library Director and professional staff will be expected to give talks and to participate in community activities. A reasonable amount of library time will be available to staff members for preparation, speaking, and participation. The Library Director must approve any materials to be used by the press, radio, television, or other communications media.
- d. Staff members are encouraged to enhance their professional growth by participating in local and national professional meetings, conferences, and workshops on library time at the discretion of the Library Director.

5. STATISTICS

The library staff will track those measures that can illuminate to the citizens of Frisco, the value of their investments in the Library.

- a. The Frisco Public Library will, on a schedule to be determined by the Library Director, conduct a period of output measure surveys according to standard library practice to measure the following levels of service:
 - 1) number of reference questions answered for the customer in the Library, by telephone, email or by other electronic method;
 - 2) volume count of materials removed from the shelves and used in the library building;
 - 3) numbers of persons visiting the Library;
 - 4) additional information needed to aid the Library staff in providing the best service possible;
 - 5) other levels to be determined by the Library Director.
- b. To gather these statistics during the designated periods, the Library staff and volunteers will count:
 - 1) every person entering the library or using its several divisions;
 - 2) library transactions;
 - 3) telephone questions;
 - 4) magazines used in the Library.
- c. These counts will show, as precisely as possible, what the Library does on a daily basis to serve the community. Statistics, drawn from the periods surveyed, will indicate the total library service provided during the year.

5. BUILDING COLLECTIONS

One of the Library staffs' greatest responsibilities to the community is that of fully utilizing the moneys allocated for collection development. The selection and acquisition of materials is so important to the citizens, an entire section of this policy is dedicated to the principles and policies under which the staff will operate.

C. To The Staff

1. The Frisco Public Library will provide staff members a safe, clean working environment.
2. The Library staff will adhere to the city's personnel handbook.
3. In the event of severe weather, the library will adhere to admonitions from regional public safety officials about the advisability of travel on local roadways. If law enforcement officers are recommending that the public not travel, then the library will close, both to discourage customers from traveling to the library in unsafe conditions and to protect the well-being of the library staff. Staff members' leave accounts will not be charged for time the staff members don't work, when those times are beyond the staff member's individual control and are not due to illness (i.e. for times the library actually closes).

SECTION 7: CUSTOMER RESPONSIBILITY.

A. General

The City Council asks that customers:

1. respect public property;
2. respect the rights of others;
3. mention all dissatisfaction with library service to the Library Director or his/her designee;
4. suggest improvements perceived as necessary or desirable in service and/or collections;
5. obey all laws and ordinances.

B. Public Property

1. MATERIALS

- a. Customers are solely responsible for compliance with all current laws applying to their use of library materials (such as the Copyright Law).
- b. Registered borrowers sign contracts and are responsible for materials borrowed on their cards including, but not limited to, the following provisions:
 - 1) proper care of materials as interpreted by the standard library practice;
 - 2) return of all items borrowed by the date(s) on which they are due;
 - 3) payment for damages to materials;
 - 4) payment of overdue fines should these ever be assessed;
 - 5) payment for lost materials;

- 6) payment of all collection costs, including court fees, necessary to recover borrowed materials and/or fines owed;
- 7) responsibility for notifying the library if a card is lost or stolen. If the library does not receive notification, the customer is responsible for any material borrowed on the card. Certified mail will insure that the Library receives notifications.
- c. Customers are responsible for reimbursing the Library the value of lost items as determined in Appendix A.
- d. Customers assume all responsibility for damages incurred to their person or property resulting from the use of the facility, equipment, materials, and/or information borrowed and/or obtained from the Library.
- e. Customers will comply with such library rules or regulations enacted, approved, or amended in accordance with provisions made by the Frisco City Council or its legal designees.
- f. Customers are subject to search of all parcels, purses, bags, briefcases, etc., upon exiting library premises.

2. FACILITIES

- a. Customers will be careful not to damage the grounds, buildings, or furnishings.
- b. Customers should notify either the staff or police should they witness someone vandalizing or otherwise damaging the library building or materials.
- d. Skateboards, rollerskates and rollerblades are not allowed on the premises of the Frisco Public Library.

C. Respect for the Rights of Others

1. GENERAL REGULATIONS

Libraries should be inviting environments in which the greatest number of people will feel comfortable. This is why Council and staff have determined that customers should refrain from the following behaviors while on library premises:

- a. smoking inside the building;
- b. sleeping;
- c. soliciting;
- d. bringing animals inside the building, except for special service animals for the blind, hearing impaired, or physically handicapped;
- e. sitting or standing on display and work surfaces such as tables, end tables, counters, desks, etc.;
- f. making disruptive noises or gestures;
- g. playing music except on designated equipment in designated areas at appropriate times as determined by library staff;
- h. carrying in bedrolls, sleeping bags, tents, or hiking or sports equipment;
- i. exhibiting poor personal hygiene.

2. DISRUPTIVE BEHAVIOR

- a. Customers will not physically, verbally, or with gesture threaten, abuse, or assault another person on library property. Any person committing such an offense will be evicted from the premises and may be subject to prosecution where applicable.
- b. Customers will not be intoxicated or under the influence of a controlled substance
- e. Customers will set cell phones to either silent or vibrate-only mode upon entering a library building.
- d. Customers will be aware of others and keep the volume of their conversations as low as practical, including on portable communications devices such as cell phones.
- e. Improper acts or those which are subject to prosecution under penal laws of the State of Texas are expressly forbidden in the Library.
- f. Because of State liability laws, children, age nine (9) and under, must be accompanied by an adult and supervised at all times.
 - 1) Library staff may reprimand disruptive children.
 - 2) If the disruptive behavior continues, a staff member will inform the parent(s) that their child is disturbing others.
 - 3) If parents refuse or are unable to control the child, a staff member may ask the family to leave.
- g. Disruptive children over age nine will be dealt with in the following manner:
 - 1) A staff member will warn the young person that he or she is causing a disturbance.
 - 2) If the disruptive behavior continues, staff will ask the young person to leave.
 - 3) If library staff deems it to be necessary, they will call the police.
- h. Library staff may ask any disruptive customer to leave and may summon the police if the staff cannot or wishes not to contend with the situation.

3. CHILDREN LEFT UNATTENDED

Although the Frisco Public Library is pleased to offer numerous services for children and their parents, the Library is **not** a day-care facility and will not serve as such. Staff will deal with "unattended children," of less than nine years of age by calling the Police Department who may refer unattended children to the appropriate Social Services agency.

D. Violations

At its discretion, the Library may cite, exclude from use or revoke borrowing privileges for anyone known to have violated any rule in this policy. In some cases, the Library may prosecute to the full extent allowable by law.

E. Customer Communications

1. Customers are encouraged to comment on library service or make suggestions for improvement.
2. The Library provides convenient forms to take customer input and staff members are committed to keeping such input confidential when requested and where possible. (See Appendix for the forms).
3. Leaders of the Library's administrative units will evaluate suggestions and complaints and recommend an appropriate disposition to the Library Director.

SECTION 8: ACCESS TO IDEAS AND INFORMATION THROUGH PURCHASED MATERIALS.

A. Print, Magnetic, and Digital Materials--Principles

1. The First Amendment to the United States Constitution protects the freedom to read. It is essential to our democracy and will be upheld in the selection and access to all library materials.
2. The staff will uphold this essential principle of our democracy. Selection of materials provides a safeguard to the freedom to read.
3. The Library will uphold the freedom to read principles contained in the statements of the American Library Association and Texas Library Association. Examples of these, which are appended, include the *Library Bill of Rights* and *The Freedom to Read Statement*.
4. Forms of expression that are unprotected by the First Amendment will not be included in the collection. All materials selected under this policy are considered constitutionally protected until such time as any item, taken individually, is determined by judicial action in courts of jurisdiction to be unprotected and after all appeals have been exhausted.
5. While it is this policy's intent to encourage free access to materials, the Library reserves the right to restrict the customer's opportunity to remove selective materials that may be available on site. Often these materials are designated as "reference."
6. Parents and/or legal guardians have sole responsibility for what their children read, view, or hear. The Library and its associated authorities do not serve *in loco parentis* (in place of parents). Only parents or guardians may restrict their own children's access to library materials. Selection of library materials will not be restricted by the possibility that materials may inadvertently come into a child's possession.
7. The Library will attempt to provide materials for all members of the community. Access to and use of material will not be denied or abridged because of origin, race, ethnicity, age, background, gender, or views. Likewise, none of these factors shall be cause to exclude any material of authors, artists, publishers, or producers. However, library staff may legitimately consider other resources available to clientele groups when selecting materials.

8. The Library will consider the following criteria as valid factors in the selection process especially as they relate to library customers of all ages, walks of life, value and interest patterns, education, opinion, and persuasion:
 - a. interest;
 - b. information;
 - c. education;
 - d. entertainment;
 - e. budgetary constraints;
 - f. enrichment;
 - g. variety;
 - h. materials availability;
 - i. librarian's understanding of the above criteria and patron categories.
9. Selection of materials by the librarian does not imply agreement with or approval of the content, viewpoint, implication, or expression of the material.
10. Librarians will judge materials on the basis of the content and style of the work as a whole, not by selected or random passages or scenes.
11. The public library is not a curriculum center and does not provide basic texts, curriculum resources, nor materials needed in quantity for schoolwork. However, the individual student or teacher will often find the supplementary resources of the Library to be enriching and useful. The staff will not develop the collection nor arrange it by the curriculum needs of the local school districts, colleges, or universities.

B. Policy

The following policy is established in accordance with the principles above:

1. SELECTION

The Library has funds to purchase only a small portion of what is published or produced each year. Therefore, to best use public money, library staff will select materials in accordance with the principles and policies of this document. At the same time, they will strive to maintain diversity, quality, and responsiveness to community interest patterns.

- a. DIVERSITY of materials to meet the purposes of use, age levels, and educational levels will be maintained by providing for alternative and/or opposing views and unpopular as well as popular materials in order to reflect the diversity that exists in our culture and society.
- b. QUALITY of materials will be maintained by the application of professional discretion and standards established by the library profession and through the use of appropriate selection tools.
- c. RESPONSIVENESS to interest patterns will be maintained by careful consideration of requests for purchase, patterns of use of existing materials, patterns of purchase of similar materials from retailers, and any other source of information that helps librarians to know of community interest patterns.

Library staff will not restrict selection in response to the interest of one individual or group on the basis of the prejudice of another individual or group.

- d. Library staff may select materials on the basis of any one, several, or all of the above criteria. No single standard applies in all cases. Some material may be judged primarily on its artistic merit or scholarly value, while other material may be selected because of substantial local demand. No materials will be excluded solely on the basis of language or frankness of expression. Individual items, which in and of themselves may be controversial or offensive to some, may appropriately be selected if their inclusion in the collection will contribute to the balance and effectiveness of the Library as a whole.
- e. The Library will not duplicate materials already covered by existing or other local collections such as textbooks, professional works, or religious works.
- f. The Library will not purchase materials which do not conform to or lend themselves to library use or format, *e.g.*, those with spiral bindings, game books, paperbacks, pop-ups, etc.
- g. The Library must always consider available funds and budgetary constraints in making selections.
- h. The Library staff will evaluate customers' "Requests for Purchase" by applying this policy.

2. ACCESSIBILITY

The Library will not restrict access to any library materials in public areas.

- a. The Library will not house, maintain, or otherwise accommodate private collections. The Library welcomes and encourages gifts of collections made in accordance with the provisions of Article VIII of this Policy.
- b. All library cardholders may check out any circulating library material, regardless of customers' origin, race, age, background, gender, or views.
- c. The Library will not label materials other than by standard library classification (such as Dewey Decimal, Cutter number, etc.), directional aids, and major categorization of public interest patterns (such as "Mystery," Biography," etc.). The library observes a distinction between children/youth collections and adult collections only on the assumed differences in interests. However, children's collections will be housed in the children's area of the Frisco Public Library. Determining appropriateness of adult material for minors is the sole responsibility of a child's own parent(s) and/or guardian(s).

C. Weeding

The professional staff will systematically discard ("weed") worn, dated, or damaged library materials as an integral part of the selection process. This process helps maintain the quality of the library collections and is not intended to sanction removal of library materials based upon any controversy surrounding the material. Staff, during this process, should consider the selection principles stated in this Policy.

D. Reconsideration of Library Materials

1. The City Council recognizes that full information about issues of public concern requires access to information sources that embody, represent, and illustrate those concerns. However, the Council recognizes the right of individuals to question both materials in the Library or those excluded from it. An individual questioning either selections or exclusions may state his or her opinion in writing on a form available at the Library.
2. Customers must complete the appropriate "Request for Reconsideration" form (see Appendix B) to initiate the review process.
3. The staff Selection Committee will make the first review of these "Requests for Reconsideration."
4. Complainants who disagree with the findings of the staff committee may appeal the decision to the Review Board.
5. Appeals of Review Board decisions will be made to a court of competent jurisdiction.
6. In the event that a complainant charges that a particular item is not protected under the First Amendment to the Constitution, the onus of proof rests with the complainant.
7. Material under question will remain in the active collection until such judicial determination is made.
8. The Library Director shall periodically establish a Review Board to hear appeals of Requests for Reconsideration. This Board shall include, where possible, representatives from appropriate groups within the City, which could include: City Council, the Friends of the Frisco Public Library, an area college or university, a local school district, the local print media, the local clergy, the library staff, and a local writers' group. One member may represent several of these groups.

F. Responsibility and Authority

The responsibility for selection and discarding is vested in the Library Director and, under his or her direction, in such members of the staff who are qualified by education or training. Library materials so selected or discarded shall be held to be selected or discarded by the City Council of the City of Frisco.

SECTION 9: GIFTS.

A. Cash

The Library maintains an active policy of accepting funds that allow its staff to purchase materials in honor of living individuals and in memory of those who are deceased. Where possible, staff members attempt to select items that are appropriate to the person being honored or remembered. Although the staff welcomes suggestions for specific titles or items, all choices must be made in accord with this policy (8 B).

Council asks that donors channel large contributions to the Foundation.

B. Materials

1. Items donated for the library collections become the property of the Frisco Public Library and/or the Friends of the Frisco Public Library. Designated library staff will determine the disposition of gift materials. Gifts accepted by the Library will be evaluated, like any potential purchase, according to the stated selection criteria. In some cases, items may be added to the collection (as space allows), even though these materials would not ordinarily be purchased due to budget restrictions.
2. The Library will not guarantee that items donated together will be kept together as separate physical collection and reserves the right to decide the conditions of display, housing, and access to the materials.
3. The staff can only evaluate the Library's need for the materials and cannot place a monetary value on such gifts.
4. The Library may or may not accept for deposit those materials that are not outright gifts, with the exception of exhibits. These special collections, upon approval of the Library Director, may be set up by the owner for a limited time and at the owner's risk as outlined in Section 4, B (4), of this policy.
5. The Library will accept gifts of money, real property, and/or stock if conditions of the gift are acceptable to the Frisco City Council or its delegated representatives.

SECTION 10: ACCESS TO IDEAS AND INFORMATION THROUGH TECHNOLOGY AND DIGITAL SOURCES.

A. Mission

It is in the context of its mission to "inspire intellect, curiosity, and imagination" that the library provides access to the Internet and computer resources.

B. Definition and Purpose of Technology Access

The Internet is an international network of databases interlinking an enormous number of local networks operated by research centers, universities, non-profit and commercial organizations, individuals and government agencies worldwide. There is no central control, management or governance over its content. It provides a means of access to information far beyond the Library's own collection.

Information on the Internet is not necessarily current, accurate, or complete. While much valuable information is available on the Internet, some may be considered by our local community standards to be obscene, patently offensive or harmful, especially to minor children, as defined by applicable state and/or federal laws. The Frisco Public Library must balance the desire for free unrestricted access to varying informational sources against the need to avoid material that may be harmful to minors or that

violates community standards as defined by applicable state law and/or is obscene. For purposes of this policy minors are defined to include all individuals under the age of eighteen years.

C. Applicable Laws

Certain local, state, or federal legislation may govern or pertain to use of the Internet or of digital resources. The following are representative, not inclusive, of such regulation:

1. **Texas Penal code 43:24. Sale, Distribution, or Display of Harmful Material to Minor:** (b) A person commits an offense if, knowing that the material is harmful: (2) he displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display.
2. **U.S. Copyright law (Title 17, U.S. Code).** Prohibits unauthorized reproduction or distribution of copyrighted materials, except as permitted by principles of "fair use." Responsibility for any possible copyright infringement lies solely with the user. The Frisco Public Library expressly disclaims any liability or responsibility resulting thereof.

D. Disclaimer

In consideration for the privilege of using the Library and for having access to the information contained in it, library customers hereby release and hold harmless the City of Frisco, its officers, agents, servants, or employees, the Frisco Public Library, its staff, volunteers, representatives or advisors, from any and all liability or responsibility for any and all claims or expenses arising either directly or indirectly from the use of the Library, whether or not caused, in whole or in part, by alleged negligence of the City of Frisco, its officers, agents, servants, employees, volunteers, representatives or advisors.

E. Internet Access by Minors: Regulations and Restrictions

A minor, a person under the age of eighteen, must have written approval by his or her parent or legal guardian to use library computers. Written approval must be in the form of approval slips provided by the Frisco Public Library. Approval slips are available at the circulation desk.

F. General Responsibilities of Customers

Use of the Internet and library computers is a privilege, not a right. The Frisco Public Library expects customers, in order to keep their privileges intact, to use the resources in a responsible manner. Responsible use of the Internet and library computers includes, but is not limited to, the following:

- complying with the library's posted rules of conduct;
- refraining from illegal or unethical use of the Internet;
- using the Internet for cultural, educational and informational purposes. The library does not provide Internet e-mail accounts; **chat rooms are prohibited**;
- respecting copyright laws by making only authorized copies of copyrighted materials;
- recognizing that library computers are available for use by many customers and adhering to library established time limitations;

- a customer cannot send, receive or display inappropriate materials; whether text or graphics, which may reasonably be construed as obscene as determined by local community standards;
- not altering hardware or software;
- not misrepresenting oneself, by access code, password, or signature;
- respecting the privacy of others;
- not violating federal, state, local or library laws or regulations.

Violations may result in loss of library privileges or access. Unlawful activities will be referred to the appropriate legal authority and will be dealt with in a serious and appropriate manner.

G. Confidentiality of Use

Records of the Frisco Public Library which identify or serve to identify a person who requests, obtains, or uses library materials or services are confidential and are excepted from required disclosure under the Texas Open Records Act, with the following exceptions:

Such records may be disclosed only if:

- The library determines that disclosure is reasonably necessary to the operation of the library and the records are not confidential under other state or federal law;
- The records are released to the person to whom the information relates; or the person to whom the information relates has given permission, in writing, for the information to be released;
- The records are required under a valid court order, or subpoena, as provided for under the provisions of the Texas Open Records Act;
- The records are required under a valid search warrant as provided for under the provisions of the United and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 ("USA Patriot Act)" law 50 U.S.C. §1862.

In the event that records are released to appropriate law enforcement officials under the USA Patriot Act, the library is prohibited from disclosing information about a search warrant, subpoena, or court order.

H. Staff Assistance

Due to the various skill levels and time constraints of library scheduling, Internet trained staff may not always be available for personal assistance. Library staff cannot provide in-depth training on Internet computer usage or personal computer usage one-on-one. Staff is, however, able to offer professionally acquired skills to provide suggestions and tips for searching and offer basic computer education courses for library customers.

I. Sanctions

Library users who violate this policy, or who refuse to comply with applicable federal, state and local laws, may be removed from the Library and may have their library privileges revoked. The Librarian-in-Charge has the authority to terminate a user's Internet and/or computer session in accordance with these sanctions. This decision may be appealed to the Director of the Frisco Public Library.

Violations of policies described above regarding legal and ethical use of the Library's electronic resources will be dealt with in a serious and appropriate manner. Illegal acts involving the Library's Internet and computer resources may be subject to prosecution by federal, state, or local authorities.

J. Responsibility and Authority

Final responsibility and authority for Internet and computer access is vested by the City Council of the City of Frisco in the Director of Frisco Public Library, who will operate within a framework of policies and principles adopted by the City Council of Frisco. The staff will operate under the Director's delegated authority.

Frisco Public Library is authorized to develop such procedures, guidelines, and rules as may be necessary to carry out these policies. Further, the Library is authorized to utilize appropriate technologies to address the implementation of these policies.

SECTION 11: APPENDICES AND SEVERABILITY.

This Policy includes schedules, forms, and statements, which are appended. Revisions may periodically be made to the appendices, as the Library Director deems necessary, without considering such alterations as amendments to the policies contained herein. The terms and provisions of this policy and ordinance shall be deemed to be severable. If any provision, exception, section, subsection, paragraph, sentence, clause, or phrase of this policy or the application of same to any person or set of circumstances, should be held unconstitutional, void or invalid, such invalidity shall not affect the validity of the remaining provisions of this policy and ordinance or their application to other persons or sets of circumstances and to this end, all provisions of this policy and ordinance are declared to be severable.

SECTION 12: EFFECTIVE DATE.

This Ordinance shall become effective from and after its adoption as required by law and the City Charter.

DULY PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF FRISCO, TEXAS on this 3rd day of June, 2003.

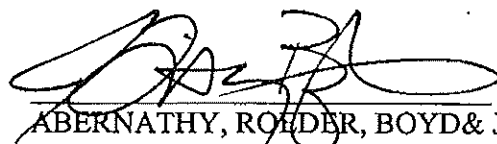


ATTEST:


Nan Parker, City Secretary


E. Michael Simpson, Mayor

APPROVED AS TO FORM:


ABERNATHY, ROEDER, BOYD & JOPLIN, P.C.
J. TIMOTHY BRIGHTMAN
City Attorneys

APPENDIX A1 BORROWER REGISTRATION

Frisco Public Library welcomes all customers. The library is supported mostly with ad valorem (property) taxes paid by the citizens of the City of Frisco. Occasionally, though, the City Council contracts to provide library service to the residents of other geographic regions (such as Collin or Denton Counties or even residents of the state of Texas).

The library provides many services and materials for use only while clients are in the building. There is no direct charge for these services or for on-site use of the collections or computers. The library makes other items available for loan subject to the Service Policy established by the City Council. However, when any client wishes to borrow those items which the library has available for circulation, i.e. to become a “borrower,” he or she must first register for a library borrower’s card (also referred to as a “library card”).

Library cards are issued at no charge to adult residents of either Frisco or of those additional areas for which the City contracts to provide library services (the “established service area”). Juvenile cards are issued only after the custodial parent or guardian signs to allow the child use of the library and even then, the card is issued to the parent or guardian for use by the child. The adult guarantor assumes all liability for materials borrowed or used through the use of such card.

Library cards remain the property of the City of Frisco and can be recalled, reclaimed, or recovered at any time.

APPENDIX A2 BORROWER IDENTIFICATION

Because of how the library is funded, the staff of the library determines whether or not a client is eligible for borrowing privileges according to where he or she lives and pays taxes. The policy requires the staff member to view acceptable identification which verifies the applicant’s name and street address. Post office boxes are not acceptable addresses since they don’t confirm the taxing district in which the applicant lives. One or more of the following qualifies as “acceptable identification:”

Valid driver’s license or state identification form with current street address.

Photo ID and one of the following:

1. Voter’s registration;
2. Utility bill;
3. Property tax receipt (requires one additional form of identification to verify residence at the property);

Or other forms of identification as approved by the Circulation Supervisor.

APPENDIX A3
MATERIALS CLASSIFICATIONS
(and Call Number Formats)

1. CLASSIFICATION

The material services staff believes that consistency in cataloging library materials is necessary to achieve the mission of the library. Therefore, the library has adopted the Dewey Decimal Classification System (DDC 22) for all areas of materials classification and adheres to the Anglo-American Cataloging Rules, Second Edition, 1988 Revision. The only subject headings list which will be used is the Library of Congress Subject Headings.

2. CALL NUMBER FORMATS

a. Introduction

Call numbers are nothing more than an aid to identifying and finding materials in the library. Since the time in which the first book was cataloged at Frisco Public Library, a series of special codes has arisen which, although they were developed to help customers of the library more quickly find the materials for which they were looking, can hinder customers of the library who are not familiar with the seemingly mysterious code. For that reason, the descriptions below are made to help remove the mystery from this system of “addresses” the staff uses for library materials.

b. Abbreviations

Most materials are too narrow for the staff to mark the whole words on the spine, so the library has adopted the following “initialisms” to facilitate marking the addresses on the items for which the client is looking.

The following is a partial list of call number formats used at the Frisco Public Library:

F	Adult General Fiction
F ROM	Adult Romance fiction
F MST	Adult Mystery Fiction
F HIS	Adult Historical Fiction
F INS	Adult Inspirational Fiction
F WES	Adult Western Fiction
LP	Adult Large Print
SPA	Adult Spanish Collection
ESL	English as a Second Language Collection
AUD	Adult audiobook collection
MUS	Adult music
LEC	Adult lecture series
VIS	Adult visual collection (DVD, VHS)
E	Children’s picture book collection
YA	Young Adult materials
J	Juvenile materials

J – Series	Juvenile fiction series
J – Mystery	Juvenile mystery fiction
J – SCI/FAN	Juvenile Science fiction and Fantasy
J – VIS	Juvenile DVD collection
J – AUDIO	Juvenile audio-book collection
J – MUSIC	Juvenile Music collection
YA – VIS	Young Adult DVD collection
YA – MUSIC	Young Adult Music collection
YA – AUDIO	Young Adult audio-book collection
BR	Beginner Reader Collection
REF	Reference Collection
LH	Local History Collection
GEN	Genealogy Collection

APPENDIX A4 PAYMENT FOR LOST MATERIALS

When a customer pays for an item or items he or she has lost, the price charged will be:

1. The price listed in the library catalog of a replacement copy of the same edition, binding, or quality, or the closest available equivalent.
2. In addition to the price determined in 1, above, the customer will pay a non-refundable processing fee of \$5.00 to cover the expense of staff time and materials to withdraw, replace, or otherwise record the transaction pertaining to the lost item.
3. Staff members will issue the client a receipt that will indicate the title of the lost item, the amount paid for the item, and the amount paid for the processing fee, along with the date such payment was made.
4. If the customer finds and returns the item within forty five (45) days of having paid for it, and, if the item is still in good, usable condition, the amount paid for the item will be refunded. The processing fee will not be refunded in any case.
5. If the material is returned more than forty five (45) days after it has been paid for, the amount paid (less the processing fee and any fines) will be refunded.
6. If the material has not been returned or paid for after forty five (45) days, then the customer's account may be turned over to a collection agency and billed a nonrefundable \$20 processing fee.
7. After a number of attempts and notifications by the collection agency has failed to recover the materials. The customers are then reported to the credit agencies.
8. If an item is returned damaged, the cost of the item (as determined in #1 above) plus the processing fee will be assessed. Since the material remains the property of the City of Frisco, it must be disposed of according to city ordinances and State law.
9. The library card always remains the property of the library. The fee for replacement of a lost card is \$1.00 for the first occurrence. The replacement fee doubles for each subsequent replacement.

APPENDIX A5
SCHEDULE FOR CIRCULATION
Services and Fees Associated with Circulation

There are a number of service fees as of July 2009 that are payable to the Library. They are:

1. Notary service of \$3.00
2. Fax service of \$1.00 per page
3. Proctor test service of \$20 per test
4. A damage item fee that is the cost of the item plus a nonrefundable processing fee of \$5.00
5. Lost or damage case (Music, DVD, and Audiobook items) - \$7.00 for the case plus a nonrefundable processing fee of \$5.00.
6. Collection management fee of \$20, nonrefundable.
7. Photocopies 15 cents per page.
8. Photocopies – color 50 cents per page.
9. Printing from workstations 15 cents per page.
10. Printing in color from workstations 50 cents per page.
11. Library Card replacement is \$1.00 for the first replacement. The replacement fee doubles for each subsequent replacement.

APPENDIX A6
SCHEDULE FOR HOURS OF SERVICE

1. **Opening times**

The library will open at 10:00 a.m., Monday through Saturday.

The library will open at 1:00 p.m. on Sundays that are not adjacent to holidays.

2. **Closing times**

The library will close at 9:00 p.m. Monday through Thursday.

The library will close at 6:00 p.m. Friday and Saturday.

The library will close at 5:00 p.m. Sunday.

The library will close at 5:00 p.m. on days before city-observed holidays.

3. **Days Closed**

a. **Holidays**

The library observes the City of Frisco's official holidays by closing the library for each holiday, including, but not limited to, the following:

New Year's Day

Easter Sunday

Memorial Day

Independence Day

Labor Day

Thanksgiving (Thursday and Friday)

Christmas Eve

Christmas Day

Whenever a designated holiday falls on a Saturday, that holiday will be observed the previous Friday. Whenever a holiday falls on a Sunday, that holiday will be observed the following Monday. In all cases wherein a designated holiday adjoins a weekend, the library will observe the holiday by remaining closed for the holiday **and** for the weekend with the exception of Easter.

b. **In-Service Days**

The Frisco Public Library closes twice annually, on or near the second Monday of May and November, to allow for training, team building, and achieving special projects and inventories.

c. **Seasonal Hours**

From year to year, the Library Director examines seasonal usage trends and may determine that the hours of service published herein should change to match established patterns of usage. At any time in which he or she determines it would be cost effective to do so, the hours will be changed when, two weeks in advance of the change, the proposed hours are posted on the door of the library, and, only after the director had submitted the change in a news release for publication in the community.

d. **Others**

The Library Director, as the agent of the City Manager and of the City Council, may choose to close the facility in extraordinary circumstances including, but not limited to: outages of power; malfunction (such as of temperature controls or computers); severe weather; bomb threat; civil or other disorder; enhancement of services or of the facility; and, situations which threaten life or security of customers or staff.

APPENDIX A7
SCHEDULE FOR BUILDINGS AND GROUNDS

1. A Building and Grounds Committee from the Frisco Public Library Foundation will determine the appropriateness of gifts, additions, or deletions to the Library Building, its interior and exterior, and to the Library grounds. The committee will also consider the appropriate selection and placement of permanent furnishings, equipment, graphics, wall-hangings, fixtures, and accessories for the Library and the Library grounds.
2. The President of the Frisco Public Library Foundation, Inc. will annually appoint between three and five members to the committee, three of whom must be members of the Foundation. The Library Director will appoint a staff member to serve for the same term. The Library Director will be an ex-officio voting member of the committee.
3. The Building and Grounds Committee must submit its recommendations to the entire Foundation board for approval. Anything which may serve to be controversial may also have to be approved by the City Manager and/or City Council.
4. The City Manager, as agent for the City of Frisco City Council, will make the final determination in all cases.

**SCHEDULE A 8
SCHEDULE FOR PROCTORING EXAMINATIONS**

See Library website for proctoring examination procedure at

<http://www.friscolibrary.com/library-services/other-services/test-proctoring>

**SCHEDULE A 9
SCHEDULE FOR MEETING ROOMS
AND STUDY ROOMS**

Meeting & Study Rooms

Meeting Rooms

The library provides the Vivian Stark McCallum Room as a public meeting room for use by government agencies and nonprofit organizations engaged in educational, cultural, intellectual, recreational, or charitable activities.

Rooms may be reserved up to two months in advance on a first-come, first-served basis. No fees are charged for meeting room use.

For additional procedures see library website at:

<http://www.friscolibrary.com/library-services/rooms/reserve-conference-room>

Study Rooms

The Library also provides two study rooms on the fourth floor of the library. Rooms may be reserved up to one week in advance on a first-come, first-served basis. No fees are charged for study room use.

For additional procedures see library website at:

<http://www.friscolibrary.com/library-services/rooms/reserve-study-room>

SCHEDULE A 10
SCHEDULE FOR SEARCH WARRANTS AND/OR THE USA PATRIOT
ACT

The USA Patriot Act, which was approved by Congress as a result of the threat of terrorism, allows for search warrants to be issued to libraries (among other entities) for anyone's library records.

Further, the search warrant comes with a prohibition on divulging to anyone (including the subject) that his/her records were subject to a search. ALA's Office of Intellectual Freedom has been informed that the Freedom to Read Foundation's legal counsel concurs with this prohibition.

The new law requires a search warrant, not a subpoena. A search warrant can be executed immediately, since the judge has already established the existence of "just cause" prior to issuing it. The agent, or officer, serving a search warrant can begin the search as soon as the warrant is served. A subpoena, on the other hand, allows a party a period of time to respond and/or to contest the court's order.

FRISCO PUBLIC LIBRARY

Meeting Room Application

Staff Member _____ Today's Date _____

Organization name _____

Purpose of meeting/activity _____

Anticipated audience (approx.): _____

Date requested _____ from _____ (a.m. / p.m.)

Primary Contact: _____ Phone: _____

Address: _____

May we publicize your meeting? Yes _____ No _____

ROOM REQUESTED: (Check requested facilities):

Vivian Stark McCallum Room (seats up to 100) _____

Study Room (Seats 4-5 around table) _____

May need assistance with SET UP _____ (Describe or draw on back of page)

May need assistance with EQUIPMENT _____

Available Podium / Lectern _____ Projector _____

Projection Screen _____ Video/DVD Player _____

Applicants should return equipment in good condition and restore the room to order. Failure to do so may result in the loss of meeting room privileges and / or a fee for damages.

Will food be served at your meeting? Yes _____ No _____

Will glue, scissors, markers be used? Yes _____ No _____

I have read and understand the Frisco Public Library Meeting Room Policy and Procedures. Participants in this meeting may attend without charge. Meeting will plan to conclude 15 minutes before scheduled closing.

Signature _____

Library Administrator Approval _____

Frisco Public Library
6101 Frisco Square Blvd. Ste 3000
Frisco, Texas 75034-3000

Date Received _____

Staff Member _____

REQUEST FOR RECONSIDERATION
Materials Suggested for Purchase

ABOUT ME

My Name: _____
My Daytime Telephone Number _____ My Evening Telephone Number _____

My Address: _____ Unit # _____
City _____ State _____ Zip _____

In making this request, I am representing
 Myself
 A group or organization (*please list the name of the group*) _____

ABOUT THE MATERIAL I WANT THE LIBRARY TO PROVIDE

Please attach an additional page if you need more space to complete your thoughts

Type of Material
 Book Video (cassette or DVD) Audio (Spoken or Music) Other (*please describe*)

Author or Artist: _____

Title: _____

Publisher/Producer _____

I read/saw/heard the material in its entirety.
 Yes No (*please list the parts you did read/see/hear*)

The theme of the material is: _____

The Library has other items of a similar nature or theme. Yes No

I think this material is good in the following ways:

My opinion of this item's value is:

The professional critics' opinion of this item's value is:

I think this material may have the following drawbacks:

I think my library should have this material because:

I believe this material is suitable for the following age group(s) or audience(s)

The library was able to borrow the material for me from another library. Yes No

Additionally, I want the library staff and/ or review board to consider the following thoughts:

Signature: _____ Date: _____

FOR FPL USE ONLY:

Status Report on Citizen Request for Reconsideration (cont'd.)

Material: _____ Citizen: _____

DATE

____ Staff member initially contacted by customer: _____

____ Referred to: _____

____ Informal resolution: ____ YES ____ NO

____ Reconsideration form given to: _____

____ Form returned to: _____

____ Customer contacted by: _____

____ RESOLVED: Report to Library Director

____ NOT RESOLVED: Reconsideration Form and Check List forwarded to Library Director

____ Customer informed by letter of action to be taken

____ Materials Review Committee meets and reviews Reconsideration Form and other pertinent information

____ Copies of reviews to all committee members

____ Materials Review Committee decision forwarded to Library Director with vote tally

____ Customer informed by letter of committee decision

____ File completed with copies of all pertinent information and filed for future reference

____ Manager of Adult or Youth Services certifies, files and dates

SIGNATURE OF ADMINISTRATIVE OFFICER

DATE

Frisco Public Library
6101 Frisco Square Blvd. Ste 3000
Frisco, Texas 75034-3000

Date Received _____

Staff Member _____

REQUEST FOR RECONSIDERATION
Materials in the Library Collection

ABOUT ME

My Name: _____

My Telephone Numbers: at work _____ at home _____

My Address: _____ Unit # _____
City _____ State _____ Zip _____

In making this request, I am representing

Myself

A group or organization (*please list the name of the group*) _____

ABOUT THE MATERIAL I WANT RECONSIDERED

Please use an additional page if you need more space to complete your thoughts

Type of Material

Book

Video (cassette or DVD)

Audio (Spoken or Music)

Other (*please describe*)

Author or Artist:

Title:

Publisher/Producer

I read/saw/heard the material in its entirety.

Yes

No (*please list the parts you did read/see/hear*)

I think this material is good in the following ways:

My overall opinion of this item's value is:

The critics' opinion of this item's value is:

The theme of the material is:

To take its place, as something which conveys similar information, theme, and/or viewpoint and is of comparable or better quality, I would recommend:

I want the library to:

Move this material to a different area of the collection

Withdraw it from the library collection

Other (*please explain*)

This material might be suitable for some other age group or audience (*please list*):

Additionally, I want the library staff and/ or review board to consider the following thoughts:

Signature: _____ **Date:** _____

FOR FPL USE ONLY:

Status Report on Citizen Request for Reconsideration (cont'd.)

Material: _____ Citizen: _____

DATE

_____ Staff member initially contacted by customer: _____

_____ Referred to: _____

_____ Informal resolution: ____ YES ____ NO

_____ Reconsideration form given to: _____

_____ Form returned to: _____

_____ Customer contacted by: _____

_____ RESOLVED: Report to Library Director

_____ NOT RESOLVED: Reconsideration Form and Check List forwarded to Library Director

_____ Customer informed by letter of action to be taken

_____ Collection Development Committee meets and reviews Reconsideration Form and other pertinent information

_____ Copies of reviews to all committee members

_____ Collection Development Committee decision forwarded to Library Director with vote tally

_____ Customer informed by letter of committee decision

_____ File completed with copies of all pertinent information and filed for future reference

_____ Manager of Adult or Youth Services certifies, files, and dates

SIGNATURE OF ADMINISTRATIVE OFFICER

DATE

Frisco Public Library
6101 Frisco Square Blvd. Ste 3000
Frisco, Texas 75034-3000

Date Received _____

Staff Member _____

REQUEST FOR RECONSIDERATION
Library Service Policy

ABOUT ME

My Name: _____

My Daytime Telephone Number _____ My Evening Telephone Number _____

My Address: _____ Unit # _____
City _____ State _____ Zip _____

In making this request, I am representing:

myself

a group or organization (please list the name of the group) _____

ABOUT THE POLICY I WANT RECONSIDERED

Please attach an additional page if you need more space to complete your thoughts

The policy to which I object is (please describe fully):

The policy should not apply to:

me my group Frisco citizens Anybody

The reason I believe this policy should not apply to those I've indicated above include:

I believe the purpose of this policy (that is, why it was written in the first place) is:

To achieve this same purpose, I would suggest the library could:

Additionally, I want the library staff and/ or City Council to consider the following thoughts:

Signature: _____ Date: _____

FOR FPL USE ONLY:

Status Report on Citizen Request for Reconsideration (cont'd.)

Material: _____ Citizen: _____

DATE

_____ Staff member initially contacted by customer: _____

_____ Referred to: _____

_____ Informal resolution: ____ YES ____ NO

_____ Reconsideration form given to: _____

_____ Form returned to: _____

_____ Customer contacted by: _____

_____ RESOLVED: Report to Library Director

_____ NOT RESOLVED: Reconsideration Form and Check List forwarded to Library Director

_____ Customer informed by letter of action to be taken

_____ Materials Review Committee meets and reviews Reconsideration Form and other pertinent information

_____ Copies of reviews to all committee members

_____ Collection Development Committee decision forwarded to Library Director with vote tally

_____ Customer informed by letter of committee decision

_____ File completed with copies of all pertinent information and filed for future reference

_____ Manager of Adult or Youth Services certifies, files and dates

SIGNATURE OF ADMINISTRATIVE OFFICER

DATE

APPENDIX C 2

THE LIBRARY BILL OF RIGHTS

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948. Amended February 2, 1961, June 28, 1967, and January 23, 1980; inclusion of "age" reaffirmed January 24th, 1996.

APPENDIX C3

THE FREEDOM TO READ STATEMENT

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what

others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian

systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters

values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth.

The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

A Joint Statement by:

American Library Association
Association of American Publishers

APPENDIX C4 FREEDOM TO VIEW STATEMENT

The **FREEDOM TO VIEW**, along with the freedom to speak, to hear, and to read, is protected by the **First Amendment to the Constitution of the United States**. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expressions. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral,

- religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

Endorsed by the ALA Council January 10, 1990

APPENDIX C5 CHALLENGED MATERIALS: AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS

Libraries: An American Value states, “We protect the rights of individuals to express their opinions about library resources and services.” The American Library Association declares as a matter of firm principle that it is the responsibility of every library to have a clearly defined written policy for collection development that includes a procedure for review of challenged materials. Selection of online resources, including Web sites, should also be governed by this collection development policy and be subject to the same procedures for review of challenged materials. This policy reflects the *Library Bill of Rights* and is approved by the appropriate governing authority.

Challenged materials should remain in the collection during the review process. The *Library Bill of Rights* states in Article I that “Materials should not be excluded because of the origin, background, or views of those contributing to their creation,” and in Article II, that “Materials should not be proscribed or removed because of partisan or doctrinal disapproval.” Freedom of expression is protected by the Constitution of the United States, but constitutionally protected expression is often separated from unprotected expression only by a dim and uncertain line. The Supreme Court has held that the Constitution requires a procedure designed to examine critically all challenged expression before it can be suppressed. A hearing is a part of this procedure. Materials that meet the criteria for selection and inclusion within the collection should not be removed.

Therefore, any attempt, be it legal or extra-legal,* to regulate or suppress materials in libraries must be closely scrutinized to the end that protected expression is not abridged.

**Adopted June 25, 1971; amended July 1, 1981; amended January 10, 1990;
January 28, 2009, by the ALA Council.**

* “Extra-legal” refers to actions that are not regulated or sanctioned by law. These can include attempts to remove or suppress materials by library staff and library board members that circumvent the library's collection development policy, or actions taken by elected officials or library board members outside the established legal process for

making legislative or board decisions. “Legal process” includes challenges to library materials initiated and conducted pursuant to the library's collection development policy, actions taken by legislative bodies or library boards during official sessions or meetings, or litigation undertaken in courts of law with jurisdiction over the library and the library's governing body.

APPENDIX C6

STATEMENT ON LABELING: AN INTERPRETATION OF THE LIBRARY BILL OF RIGHTS

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, the ability for library users to access electronic information using library computers does not indicate endorsement or approval of that information by the library.

Labels

Labels on library materials may be viewpoint-neutral directional aids that save the time of users, or they may be attempts to prejudice or discourage users or restrict their access to materials. When labeling is an attempt to prejudice attitudes, it is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library materials.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language or themes of the material, or the background or views of the creator(s) of the material, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage or prohibit users or certain groups of users from accessing the material. Such labels may be used to remove materials from open shelves to restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate materials. The materials are housed on open shelves and are equally accessible to all users, who may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Rating Systems

A variety of organizations promulgate rating systems as a means of advising either their members or the general public concerning their opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, Web sites, or other materials.

The adoption, enforcement, or endorsement of any of these rating systems by the library violates the Library Bill of Rights. Adopting such systems into law may be unconstitutional. If such legislation is passed, the library should seek legal advice regarding the law's applicability to library operations.

Publishers, industry groups, and distributors sometimes add ratings to material or include them as part of their packaging. Librarians should not endorse such practices. However, removing or destroying such ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation (see Expurgation of Library Materials: An Interpretation of the Library Bill of Rights).

Some find it easy and even proper, according to their ethics, to establish criteria for judging materials as objectionable. However, injustice and ignorance, rather than justice and enlightenment, result from such practices. The American Library Association opposes any efforts that result in closing any path to knowledge.

Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009.

APPENDIX C7

STATEMENT ON EVALUATING LIBRARY COLLECTIONS

The continuous review of library materials is necessary as a means of maintaining an active library collection of current interest to users. In the process, materials may be added and physically deteriorated or obsolete materials may be replaced or removed in accordance with the collection maintenance policy of a given library and the needs of the community it serves. Continued evaluation is closely related to the goals and responsibilities of each library and is a valuable tool of collection development. This procedure is not to be used as a convenient means to remove materials that might be viewed as controversial or objectionable. Such abuse of the evaluation function violates the principles of intellectual freedom and is in opposition to the Preamble and Articles I and II of the Library Bill of Rights, which state:

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

The American Library Association opposes internal censorship and strongly urges that libraries adopt guidelines setting forth the positive purposes and principles of evaluation of materials in library collections.

Adopted February 2, 1973, by the ALA Council; amended July 1, 1981; June 2, 2008.

APPENDIX C8 RECONSIDERATION OF LIBRARY MATERIAL

A singular obligation of the public library is to reflect within its collection differing points of view. FPL does not endorse particular beliefs or views, nor does the selection of an item express or imply endorsements of the viewpoint of the author. Library material will not be marked or identified to show approval or disapproval of the contents. Comments from members of the community about the collection or individual items in the collection frequently provide librarians with useful information about interest or needs that may not be adequately met by the collection. The library welcomes expression of opinion by patrons, but will be governed by the Collection Development Policy in making additions to or deleting items from the collection.

A patron who requests the reconsideration of library material will be asked to return the item and put their requests in writing by completing and signing a form, appended to this policy and provided online for printout by the public entitled "Request for Reconsideration of Library Materials Form". The "Request for Reconsideration of Library Materials Form" along with the item must be turned in to a reference staff member or circulation desk staff member. The form and item will then be forwarded to the appropriate collection development employee.

Upon receipt of a formal written request, FPL will contact the patron and note that the request has been received and that the Library's internal review process is being initiated. FPL will search for reviews of the material in question. Until a decision has been reached, no copies of the item will be pulled from circulation. Appropriate personnel will read reviews, the material under review and any other materials deemed necessary by FPL. The Director will study the information presented and will respond to the person who initiated the request for reconsideration.

APPENDIX C9
POLICY ON CONFIDENTIALITY OF LIBRARY RECORDS

The Council of the American Library Association strongly recommends that the responsible officers of each library, cooperative system, and consortium in the United States:

1. Formally adopt a policy which specifically recognizes its circulation records and other records identifying the name of library users to be confidential in nature.*
2. Advise all librarians and library employees that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigative power.
3. Resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.**

*Note: See also ALA Code of Ethics, point III: "We protect each library user's right to privacy and confidentiality with respect to information sought or received, and materials consulted, borrowed, acquired or transmitted."

**Note: Point 3, above, means that upon receipt of such process, order, or subpoena, the library's officers will consult with their legal counsel to determine if such process, order, or subpoena is in proper form and if there is a showing of good cause for its issuance; if the process, order, or subpoena is not in proper form or if good cause has not been shown, they will insist that such defects be cured.

Adopted January 20, 1971; revised July 4, 1975, July 2, 1986, by the ALA Council.

APPENDIX C10
RESOLUTION ON RADIO FREQUENCY IDENTIFICATION (RFID)

WHEREAS, Radio Frequency Identification (RFID) is a technology that uses various electronic devices, such as microchip tags, tag readers, computer servers, and software, to automate library transactions; and

WHEREAS, the use of RFID technology promises to improve library operations by increasing the efficiency of library transactions, reducing workplace injuries, and improving services to library users; and

WHEREAS, many libraries are adopting or in the process of adopting RFID technology to automate library circulation, inventory management, and security control; and

WHEREAS, consumers, consumer groups, librarians, and library users have raised concerns about the misuse of RFID technology to collect information on library users' reading habits and other activities without their consent or knowledge; and

WHEREAS, protecting user privacy and confidentiality has long been an integral part of the mission of libraries; and

WHEREAS, the ALA Code of Ethics states, "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"; and

WHEREAS, Privacy: An Interpretation of the Library Bill of Rights states that "The American Library Association affirms that rights of privacy are necessary for intellectual freedom and are fundamental to the ethics and practice of librarianship," and calls upon librarians "to maintain an environment respectful and protective of the privacy of all users"; and

WHEREAS, the ALA Intellectual Freedom Committee recognizes the importance of developing policies and guidelines for appropriate implementation of RFID technology in light of the profession's commitment to preserving user privacy and its concern for preserving the trust of library users; and

WHEREAS, the ALA Intellectual Freedom Committee and the ALA Office for Information Technology Policy, recognizing the immediate need to draft privacy principles to protect and promote ALA's values, joined with the Book Industry Study Group (BISG) to form a working group dedicated to developing a set of privacy principles to govern the use of RFID technology by all organizations and industries related to the creation, publication, distribution, and retail sale of books and their use in libraries; now, therefore, let it be

RESOLVED, that the American Library Association endorse the "BISG Policy Statement Policy #002: RFID - Radio Frequency Identification Privacy Principles" (PDF) developed by the IFC and the OITP with the BISG and other working groups; and be it further

RESOLVED, that ALA affirm established privacy norms within and across the business, government, educational, and nonprofit spectrum, specifically acknowledging two essential privacy norms:

- Data transferred among trading partners related to customer and/or patron transactions shall be used solely for related business practices and no unauthorized transaction shall be permitted.
- Data related to customer and/or patron transactions shall not compromise standard confidentiality agreements among trading partners or information users; and be it further

RESOLVED, that the ALA adopt the following "RFID Privacy Principles" developed by the IFC and OITP with the BISG RFID working group:

All businesses, organizations, libraries, educational institutions and non-profits that buy, sell, loan, or otherwise make available books and other content to the public utilizing RFID technologies shall:

- Implement and enforce an up-to-date organizational privacy policy that gives notice and full disclosure as to the use, terms of use, and any change in the terms of use for data collected via new technologies and processes, including RFID.
- Ensure that no personal information is recorded on RFID tags which, however, may contain a variety of transactional data.
- Protect data by reasonable security safeguards against interpretation by any unauthorized third party.
- Comply with relevant federal, state, and local laws as well as industry best practices and policies.
- Ensure that the four principles outlined above must be verifiable by an independent audit; and be it further

RESOLVED, that the ALA continue to monitor and to address concerns about the potential misuse of RFID technology to collect information on library users' reading habits and other activities without their consent or knowledge; and be it further

RESOLVED, that the ALA develop implementation guidelines for the use of RFID technologies in libraries.

Adopted by the ALA Council
January 19, 2005
Boston, Massachusetts

APPENDIX C11 STATEMENT ON FREE ACCESS TO THE LIBRARY FOR MINORS

Library policies and procedures which effectively deny minors equal access to all library resources available to other users violate the *Library Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the *Library Bill of Rights* states, “A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.” The “right to use a library” includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, or legal emancipation of users violates Article V.

Libraries are charged with the mission of developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities which fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of

each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, level of education, or legal emancipation. Equitable access to all library resources and services shall not be abridged through restrictive scheduling or use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users. Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, nonprint, or digital format. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them. Librarians and governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As *Libraries: An American Value* states, “We affirm the responsibility and the right of all parents and guardians to guide their own children’s use of the library and its resources and services.” Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies should maintain that only parents and guardians have the right and the responsibility to determine their children’s – and only their children’s – access to specific library services, materials, or facilities should so advise their children.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

Adopted June 30, 1972; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 by the ALA Council.

APPENDIX C12
RESOLUTION ON THE USA PATRIOT ACT AND RELATED MEASURES
THAT INFRINGE ON THE RIGHTS OF LIBRARY USERS

WHEREAS, The American Library Association affirms the responsibility of the leaders of the United States to protect and preserve the freedoms that are the foundation of our democracy; and

WHEREAS, Libraries are a critical force for promoting the free flow and unimpeded distribution of knowledge and information for individuals, institutions, and communities; and

WHEREAS, The American Library Association holds that suppression of ideas undermines a democratic society; and

WHEREAS, Privacy is essential to the exercise of free speech, free thought, and free association; and, in a library, the subject of users' interests should not be examined or scrutinized by others; and

WHEREAS, Certain provisions of the USA PATRIOT Act, the revised Attorney General Guidelines to the Federal Bureau of Investigation, and other related measures expand the authority of the federal government to investigate citizens and non-citizens, to engage in surveillance, and to threaten civil rights and liberties guaranteed under the United States Constitution and Bill of Rights; and

WHEREAS, The USA PATRIOT Act and other recently enacted laws, regulations, and guidelines increase the likelihood that the activities of library users, including their use of computers to browse the Web or access e-mail, may be under government surveillance without their knowledge or consent; now, therefore, be it

RESOLVED, That the American Library Association opposes any use of governmental power to suppress the free and open exchange of knowledge and information or to intimidate individuals exercising free inquiry; and, be it further

RESOLVED, That the American Library Association encourages all librarians, library administrators, library governing bodies, and library advocates to educate their users, staff, and communities about the process for compliance with the USA PATRIOT Act and other related measures and about the dangers to individual privacy and the confidentiality of library records resulting from those measures; and, be it further

RESOLVED, That the American Library Association urges librarians everywhere to defend and support user privacy and free and open access to knowledge and information; and, be it further

RESOLVED, That the American Library Association will work with other organizations, as appropriate, to protect the rights of inquiry and free expression; and, be it further

RESOLVED, That the American Library Association will take actions as appropriate to obtain and publicize information about the surveillance of libraries and library users by law enforcement agencies and to assess the impact on library users and their communities; and, be it further

RESOLVED, That the American Library Association urges all libraries to adopt and implement patron privacy and record retention policies that affirm that "the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library" (ALA Privacy: An Interpretation of the Library Bill of Rights); and, be it further

RESOLVED, That the American Library Association considers sections of the USA PATRIOT Act are a present danger to the constitutional rights and privacy rights of library users and urges the United States Congress to:

1. provide active oversight of the implementation of the USA PATRIOT Act and other related measures, and the revised Attorney General Guidelines to the Federal Bureau of Investigation;
2. hold hearings to determine the extent of the surveillance on library users and their communities; and
3. amend or change the sections of these laws and the guidelines that threaten or abridge the rights of inquiry and free expression; and, be it further

RESOLVED, That this resolution be forwarded to the President of the United States, to the Attorney General of the United States, to Members of both Houses of Congress, to the library community, and to others as appropriate.

Initiated by: Committee on Legislation

Cosponsored by: Committee on Legislation and Intellectual Freedom Committee

Endorsed by: OITP Advisory Committee, LITA

Endorsed in principle by: ACRL, ALTA Executive Board, ALSC, ASCLA, AASL
Legislation Committee, Intellectual Freedom Round Table

Prior History: CD#19.1 January 2002, CD#20.5 January 2002, CD#20.3 January 2002

Adopted by the ALA Council, January 29, 2003

APPENDIX C13
LIBRARIAN'S CODE OF ETHICS
Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. **We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.**
- II. **We uphold the principles of intellectual freedom and resist all efforts to censor library resources.**
- 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.**
- IV. **We respect intellectual property rights and advocate balance between the interests of information users and right holders.**
- V. **We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.**
- VI. **We do not advance private interests at the expense of library users, colleagues, or our employing institutions.**
- VII. **We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.**
- VIII. **We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.**

Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.

FRISCO PUBLIC LIBRARY
Request for Reconsideration of Library Materials

Book Periodical Other

Title: _____

Author: _____

Publisher: _____

Request Initiated by: _____

Address: _____

City: _____ State: _____ Zip _____ Telephone: _____

Do you represent:

Yourself An Organization or group _____
Name of Organization or Group

① To what in the work do you object? (Please be specific. Cite pages.) _____

② Did you read the entire work? Yes No If no, what parts? _____

③ What do you feel might be the result of reading this work? _____

④ For what age group would you recommend this work? _____

⑤ What do you believe is the theme of the work? _____

⑥ Are you aware of judgment of this work by literary critics? Yes No

⑦ What would you like your Library to do about this work?

Do not lend it to my child.

Return the work to the staff selection committee for re-evaluation.

Other (explain) _____

⑧ In its place, what work would you recommend that would convey as valuable a picture and perspective of the subject treated? _____

Signature Date