

Stokes Brown Public Library

405 White Street
Springfield, TN 37172
(615) 384-5123

www.youseemore.com/SpringfieldPL

Customer Service email: sbplcustomerservice@gmail.com



Library Hours:

Monday, Wednesday, Friday, Saturday: 9:00 am to 5:00 pm
Tuesday, Thursday: 9:00 am to 8:00 pm
Sunday: 2:30 pm to 5:00 pm

Policies and Patron Conduct

Board Approved 07/10/2015

Updated 03/13/2020

Addition 9/18/20

Circulation Policies

Using Your Library Card

Your library card is good at Stokes Brown Public Library. With it, you have access to more than 50,000 books, audio books, and movies – with new titles arriving daily. You will also have access to thousands of electronic resources such as books, audio, and video.

Library cards are FREE to all residents of Robertson County and adjacent counties. If your current residence is outside of this area, exceptions may be made for those who work in Robertson County as determined by library administration. To obtain a library card with full privileges, you must present an acceptable I.D. with your current address (as outlined on page 2). *In order for individuals under the age of 18 to obtain a card, a parent or legal guardian must have a card (or apply for one) as well as be present to sign the registration card. Parents/Legal Guardians are responsible for their children's cards.*

Visitors with temporary addresses including homeless shelters or hotels, or those from out-of-state or abroad are welcome to use the Library's resources on-site, many of which do not require the issuance of a library card for access to collections and Internet services. **However, visitors may be issued a free 90-day temporary library card with proper identification.** Temporary cards have limited borrowing privileges. See "Temporary Card Policies" for more information.

Please treat your card with the same care you would a credit card. You are responsible for everything checked out on it. Damaged or lost items will be billed according to the policy. If your card is lost or stolen, contact the Library immediately. For the most convenient, hassle-free service, always bring your card to check out materials. There is a \$2.00 fee for replacement cards.

Library cards expire every two (2) years. In order to update your card after it has expired, you will need to visit the library, provide a current photo ID and proof of residence. You will also need to pay any outstanding balances (fines/fees/charges) on your account.

Obtaining a Library Card

When applying for a Stokes Brown Public Library card, an applicant must show proof that he/she lives, works, attends school, or pays property taxes in Robertson County or any bordering county.

Adults may provide only one piece of identification if it is **1** of the following valid Tennessee or Kentucky State IDs:

- CURRENT driver's license
- CURRENT photo learner's permit
- CURRENT non-driver's identification
- CURRENT Voter's Registration card

A valid United States Passport may also suffice if it contains current information.

If the above documentation is not available, any **2** of the following forms of identification are acceptable for adults, one from LIST A **AND** one from LIST B:

LIST A (photo ID)

- Out of State Driver's License
- CURRENT Highland Crest ID card with FULL NAME
- CURRENT local business photo ID card with FULL NAME
- Current Armed Services ID card with FULL NAME
- Alien Registration photo ID card with FULL NAME
- Matricula Consular (Mexican CID) *MUST HAVE CURRENT LOCAL ADDRESS
- U.S. Employment Authorization Card
- Work Visa

LIST B (Proof of Residence)

- Vehicle Registration
- Current Rent bill or Lease Agreement* (Must be dated in the last 3 months)
- Tax Bill or Receipt* (Must be dated in the last 3 months)
- Cable, phone, or utility bill
- Any piece of official mail delivered by the U.S. Postal Service postmarked in the last 30 days with FULL NAME of applicant. *handwritten postcards are not accepted

*PLEASE NOTE: A Post Office Box is allowable as a mailing address. However, proof of physical address (as noted in List B above) is also required to establish residency.

*Passports issued through other countries are not acceptable forms of ID except for temporary cards.

*We cannot accept mail with a forwarding label (yellow) as acceptable proof of residence.

Checkout

- Your **initial checkout** is limited to one (1) item per family member **present** at the time (that doesn't already have a library card). Of these item(s), one (1) may be a visual item (Blu-ray, DVD or VHS tape – NO SERIES). Once these item(s) have been returned (no earlier than the next business day), regular checkout limits below will apply.
- You may have up to 50 items **per household**. Of that 50, four (4) may be visual items (only 1 Season (of a Series) DVD allowed), and twelve (12) may be audio items. Non-fiction is limited to three (3) per call number/topic, graphic novels are limited to five (5), and "NEW" fiction is limited to five (5). Regular fiction, junior/young adult, and children's books do not have specific limits.
- Checkout period is two (2) weeks for books and audio books.
- Checkout period is seven (7) days for Blu-rays, DVDs, VHS tapes, Series DVDs, and Mobile HotSpots.
- Special items: checkout period is thirty (30) days for Book Club Kits and five (5) days for Overhead Projector (\$10.00 rental fee).
- Proper identification that matches account information will be needed to check out materials if you forget your library card. The identification must have full name and address information.
- Items borrowed through TN Reads or Recorded Books do not count towards your 50 item limit and are not visible on your library account.
- **Blu-rays, DVDs, and/or VHS tapes may only be checked out with an adult card. Under no circumstances will movies with "R" ratings be checked out to anyone under the age of 18, regardless of whether a parent has given the minor permission to use the adult card.** All other materials available for checkout have no age restrictions. Parents or legal guardians are responsible for deciding what is appropriate for their children, within the confines of the law, and should monitor what their children are checking out.

ILLs

- While it is not possible for the library to have every book published or movie produced, it is possible to check with other libraries across the state of Tennessee to see if they have particular items through Inter-Library Loans (ILLs). In order to submit a request through ILL, the person making the request must have had a library card with a loan history for a minimum of three months and a minimum of four (4) separate checkouts. The account must also be in good standing (no fines or fees).
- ILL materials are assigned due dates by the lending library. Stokes Brown Public Library may be able to request a renewal; however, this is not guaranteed and will be at the discretion of the lending library. ILL materials returned after their assigned due dates will be charged a \$0.25 per item, per day overdue fee.
- ILL requests are limited to three (3) requests per patron at any given time.

Renewals

- You may renew most items two (2) times if there are no holds on them. "New" items may only be renewed one (1) time. Due to high demand, mobile HotSpots may not be renewed.
- You may renew your materials at the library, from a computer with Internet access, or by telephone at 615-384-5123. **You will need your library card number and the items that you wish to renew available.**
- To renew online, you will need to access our website: www.youseemore.com/SpringfieldPL. Click on My Account, enter your entire library card number as your ID, and your PIN # is the LAST FOUR DIGITS of your library card number. You have the option of changing this information once logged in.

- Items cannot be renewed when your card is not active (cards expire every two years), when your account has more than a \$5.00 balance, when there is a hold on the item, or when the computer system is down.
- Please double-check that the items you wished to renew were in fact renewed by re-entering your account to check due dates. **You are responsible for any late charges that incur due to an item not renewing.**

Overdues

Please return your borrowed items on time so that everyone has a chance to enjoy them. Overdue fines are:

- Books and audio books are \$0.10 per item, per day. \$3.00 maximum per item.
- Blu-rays, DVDs, VHS Cassettes, Series DVDs are \$1.00 per item, per day. \$10.00 maximum per item.
- Special Items:
 - Book Club Kits are \$0.50 per kit, per day. \$5.00 maximum per item.
 - Mobile Hotspots are \$1.00 per day, no maximum. Service will be deactivated after 48 hours, and the item will be charged to your account after a minimum of thirty (30) days.
 - Overhead projectors are \$2.00 per day. \$24.00 maximum.
- Mobile HotSpots and other electronic devices have differing fines. Please refer to the individual policy for those devices upon checkout.

The Library reserves the right to refuse further service until overdue materials are returned and account balances are paid.

- *Account balances **must be below \$5.00** in order to restore library privileges. This applies to parent-child accounts as well: if a child has an account balance of \$5.00 or more, the parent's privileges will be suspended until accounts are paid.*
- *Any balance over one year in age must be paid in order to restore library privileges.*
- *Accounts that have been suspended due to failure to return items in thirty (30) days must be **paid in full** with either cash or credit/debit card before privileges are restored.*

Picking up Holds

Held items must be borrowed with the same card they were placed on hold with. Others may not checkout held items without your card unless written permission by the patron is on file. Holds are not transferrable to other library cards (unless a parent is picking up a child's holds). Holds are limited to five (5) items.

Temporary Card Policies

Temporary cards are issued in the event that a patron is unable to provide a permanent address, are in temporary housing, or live outside the library's service area but work in Robertson County. These cards have limited borrowing privileges and are valid for 90 days. **A valid ID, temporary address, and a telephone number are required.** Local patrons who are not able to provide a current proof of address may also be issued a temporary card until such proof is provided. Only one temporary card may be issued per adult per household. Juveniles are not eligible for temporary cards.

A person using a temporary card has the following privileges:

- **Your initial checkout is limited to one (1) item per family member present at the time up to six (6) items. Of these item(s), one (1) may be a visual item (Blu-ray, DVD or VHS tape – NO SERIES). Once these item(s) have been returned (no earlier than the next business day), regular checkout limits below will apply.**
- Limit of six (6) items checked out at one time per card; only two (2) of these may be visual items – NO SERIES
- Limit of two (2) items on hold at one time
- Borrowing privileges will be suspended when one (1) item is overdue
- Receives five (5) FREE black/white prints per day when using library computer lab

Issues – Bed Bugs

Over the last few years, incidents of bed bug infestations have become a growing problem for all public buildings including hotels, schools, hospitals, libraries, churches, and any other building where the public frequents in large numbers. Because bed bugs can hide in items like jackets, back packs and other soft materials, they can be brought into any location and create a new case of infestation.

As a responsible member of the community, the Stokes Brown Public Library is aware that bed bugs will remain an ongoing issue for all public spaces until science develops a way to eradicate them completely.

For this reason, the Stokes Brown Public Library has established new building maintenance programs and circulation procedures to minimize the risk of infestation, including regular inspection and treatment by a qualified pest control company, staff inspection of all returned materials, and the heat treatment of suspect materials.

Frequently Asked Questions

1. I have books from the library, should I be concerned?

Bed bugs are a community-wide issue that affects almost all public-access buildings including schools, hospitals, libraries, office buildings and more. We each need to be diligent to minimize personal risk by being observant and not placing personal items such as jackets and book bags on the floor or soft-surface furniture in any public buildings.

Bringing library materials into your home that have previously been in other patrons' homes can never be completely without risk. However, the Stokes Brown Public Library has implemented a proactive process to reduce that risk. Procedures in place include inspection of materials, preventative heat treatment of materials, and chemical treatments as recommended by professional exterminators with whom we contract. We will continue this vigilance to lessen the possibility of bed bugs being able to come into your home via library materials.

2. How do I minimize my risk of exposure to bed bugs?

A library is not a conducive environment for bed bugs to thrive. They require a sleeping, human or animal host to feed from; and they will stay close to their food source. Without nourishment, bed bugs will not populate and spread.

They are typically brought into a library on people's clothing or personal effects. We recommend patrons not set personal belongings (jackets and bags) on the floor or on soft furniture.

If you are concerned about bed bugs hitching a ride into your home, keep your library materials sealed in a plastic zip-top bag when not in use and do not use them near soft surfaces such as bedding.

3. Will the library notify me if my books may have been impacted?

Only in cases where the definitive source of the bed bug detection is clear and confirmed will the Stokes Brown Public Library notify the impacted patron of the findings.

4. Will the library close if bed bugs are found?

The Stokes Brown Public Library will make every effort not to close unless recommended by a qualified pest control company. Most treatments can be done for isolated areas without affecting services and can be performed during non-business hours.

5. What if I find evidence that my library materials are affected by bed bugs?

Immediately seal all library materials in a zip-top plastic bag and notify the library of the incident. You may return the materials to the library in zip-top bags and indicate upon return that you found evidence of bed bugs. Do NOT put them in the book drops. Rather, hand them to a staff member directly.

Do NOT attempt to treat library materials on your own by placing them in the microwave or oven. The library owns a dry heat portable oven that will not damage the materials. Do not spray library materials with pesticides. You will be held responsible for any damages to library materials sustained during a self-treatment process.

6. What if I return materials that are found to contain bed bugs or evidence of bed bugs (examples: live or dead bed bugs, larvae, or signs of waste)?

The first time such a situation occurs we would not know without a shadow of doubt that the materials had been infected in your household or if it had been infected elsewhere and bugs hatched on the materials while in your possession. So you will not be charged for the materials, and your borrowing privileges will not be withdrawn. However, restrictions will be applied. Library staff will make note of your name, library card number, and note that the materials you check out in the future should be watched for bed bugs.

Patrons who return materials that show definitive evidence of bed bugs after the first episode will result in a patron's borrowing privileges being temporarily suspended. This suspension will be lifted when the patron can present written proof that their residence has been successfully treated by a licensed pest control company.

Although we do not want to lose any of our valued patrons and will try all other solutions first, a pattern of returning infested materials or disregarding the safety instructions above may result in a permanent revocation of library privileges if continued borrowing threatens the health and safety of other patrons.

7. Will I have to pay for the materials?

You will not pay for the first incident, provided you followed the protocol above in Question #5 for proper return of the materials and did not attempt any treatment of the materials yourself. But if there are subsequent incidents of materials returned with bug-related damage, you may be charged the full cost of the materials if we must replace them, or for new packaging materials if we are able to simply put them in a new case.

Issues – Lost or Damaged Items

Upon return to the library, materials are inspected for damages. Items determined to have sustained damages above fair wear and tear are removed from the catalog, assessed, and fines (if applicable) are levied against the patrons account. The determination of fair wear and tear and damage cost is the prerogative of knowledgeable library staff.

Repairable Damage to items:

Books and other loaned materials returned with damage judged to be above fair wear and tear will be removed from the collection and placed in repair status. Damage fees cover the cost of manpower and the materials needed to repair the items.

Damaged or lost items are billed at full purchase price plus a processing fee. A \$5.00 non-refundable processing fee is charged for all lost, damaged, and not returned material. Please talk with the Overdues Manager before attempting to purchase replacement materials. The library will not accept books, visual, or audio items purchased by customers to replace damaged items. The fee covers processing costs to prepare the item for return to the collection.

Damage to Spine Labels and Barcodes:

- A charge of \$3.00 per spine label will be assessed for every disfigured or removed label from a library item.
- Replace Barcode: Patrons who return any items with removed or damaged barcodes will be charged a \$3.00 replacement fee.

Videos/Audio material damage fees:

- Replace Damaged Cover: Replacement costs are \$5.00 per cover (for artwork).
- Missing CD/tapes. If replaceable, the patron is charged for the replacement cost of the lost or damaged individual CD/Tape. When tapes or discs cannot be purchased individually the patron is charged a replacement cost for the entire set.

Lost and Non-returnable Damage items

Patrons are charged a non-refundable fee that includes the cost of replacing the damaged or lost item and a \$5.00 processing fee necessary to prepare an item for circulation in the collection.

Materials, once paid for, cannot be located and returned for refund.

Issues – Returned Check Fee

The service fee for a returned check is \$30.00.

Credit Card Use for Payments at Stokes Brown Public Library

The Stokes Brown Public Library allows the use of Master Card, Visa credit, American Express, Discover or debit card (credit card) payments through the Square (squareup.com) payment system. **A minimum of \$5.00 in charges is necessary to complete a credit or debit transaction.** *The Library reserves the right to refuse service or cancel transactions at any time.* *Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the Library.

Please allow two business days for processing online payments.

Payment receipts are available and can be emailed to the customer automatically in the Square (squareup) payment system.

The Stokes Brown Public Library prohibits certain credit card activities that include, but are not limited to:

- Accepting payment cards for cash advances or cash back exceeding the total amount of fines and fees owed to the Library
- Discounting fines or fees based on the method of payment

Privacy Statement

Credit card payment details collected electronically are encrypted using secure server technology provided by Square (squareup.com) payment system. At no time does the Library store credit card information. This information is only made accessible to authorized credit card vendors and financial institutions to complete your transaction.

Issues – Unattended Children Policy

UNACCOMPANIED MINORS (AGE 17 AND UNDER)

The Stokes Brown Public Library welcomes and encourages children to visit the Library, use library resources and services, and attend library programs. Staff members are available to help and support children; however, the library does not have staff, staff training, or State Certification to act as a child care facility.

Children under the age of twelve (12) should be accompanied by a parent or guardian while using the library. Unattended children are **children of any age** who are apparently unaccompanied by a parent, guardian, and/or responsible caregiver. Children who are unable or unwilling to care for themselves may not be left alone in the Library and must have adequate supervision while in the Library. The Library is not responsible if children leave the Library property unattended.

Parents, guardians, and/or caregivers are responsible for the safety, behavior, and supervision of children at all times in the Library and on library property. The library staff is not responsible for the care of unattended children and does not assume responsibility from the parents or caregivers for providing for the welfare of their children. Library staff is not responsible for any consequences of parents or caregivers forfeiting their responsibilities. Children are expected to respect library property and adhere to the rules outlined in the "Patron Rules of Conduct".

Library staff will attempt to contact a parent, guardian, and/or caregiver in circumstances such as the following:

- An unattended child is engaging in behavior that is disruptive to other library users, staff, or the normal operations of library business. The child will be given a verbal warning and a copy of the policy with any applicable rules of conduct highlighted prior to calling the parent(s)/guardian(s).
- An unattended child is involved in a situation that is potentially harmful to the health or safety of the child and/or others.

Such situations will be handled on a case-by-case basis. If parents, guardians, and/or caregivers cannot be reached, or are unresponsive, the Library will work with other city agencies as needed (including the local police department).

AFTER HOURS CHILDREN LEFT UNATTENDED

The following notice is posted at the main entrance to the Stokes Brown Public Library:

Thank you for sharing your children with us and allowing them to visit the library. Please be aware that once the library closes, all doors are locked, and all visitors will be required to leave the facility. There will be no staff here to supervise children under the age of 18 that have been left at the library. They will be outside, in whatever weather or temperature, waiting on the adult responsible for them to pick them up. Please be prompt in picking your children up and do not leave them alone on library property. We will have to inform the police at closing time if any children are left here without a ride.

Issues – Unattended Adult Policy

Adults are permitted in the Gorham-MacBane Children's Library or in the Young Adult Room at the Stokes Brown Public Library only when accompanied by a child or when the adult needs to retrieve materials from the youth services area collections. If the adult is NOT accompanied by a child, he or she needs to locate the youth services material and then move to appropriate adult areas on the Library premises. Circulation Staff will assist with retrieval of materials from the Children's Library when necessary. Exceptions to this policy may be made by library administration for programming sponsored by the library. The days and times of adult inclusive programming will be posted at the entrances to the youth services area in advance.

If the individual does not comply with staff direction or repeatedly violates this policy, the individual's library privileges may be revoked.

- Adults and teens are prohibited from using the children's area, unless accompanying a child twelve (12) years of age or younger, or needing access to the Library's children's materials.
- Adults and children are prohibited from using the teen room unless accompanying a teen age thirteen (13) to nineteen (19).
- Adults and teens are prohibited from using any restroom in the children's library. Children's restrooms are for the sole use of children age twelve (12) years old or younger, and their caregivers.

adapted from the Nashville Public Library's Policies:

Public Computer Policies

Internet Safety Policy

To fulfill its mission of providing public access to information of all types in a wide range of formats, the Stokes Brown Public Library provides free access to Internet resources. The Internet offers many sources of information. The Library has no control over the information obtained through the Internet and cannot be held responsible for its content or accuracy. It may contain materials which some find offensive or inappropriate. Library users have the responsibility of evaluating the validity and appropriateness of any information found.

In accordance with the federal **Children's Internet Protection Act (CIPA)** (Pub. L. 106-554), all library computers are equipped with filtering software. The software is set to screen out sites which may reasonably be construed as obscene, as that term is defined in section 1460 of title 18, United States Code; or child pornography, as that term is defined in section 2256 of title 18, United States Code; or harmful to minors as defined in section 1703, Pub. L. 106-554. Users 18 years of age and older may request that a staff member disable the filtering software for research purposes. Under no circumstances will the software be disabled for users 17 and under.

As with other library resources, parents or legal guardians are responsible for deciding what is appropriate for their children, within the confines of the law. Any patron under the age of 18 must abide by the following:

Ages 0 – 11: must be accompanied in the computer room by a responsible adult. The adult must be able to monitor the child's screen while the child is on the computer.

Ages 12 – 14: Must have an adult 18 years or older accompany them to the library and remain in the library while the child is on the Internet or using a computer.

Ages 15 – 17: Must follow the rules for ages 12 – 14 OR have signed permission (located on the registration card) from a parent or legal guardian before using the computer lab.

Although the Library has anti-virus software, firewall protection, and content filtering, there is no guarantee that files downloaded from the Internet will not contain a virus. The Library assumes no responsibility for damages, direct, or indirect, for the use of the Internet.

Internet users should be aware that it is not a secure medium. It is possible for third parties to obtain information regarding an individual user's search activities. Users should be very cautious about providing personal information over the Internet.

Ethical Use

All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided. It is unacceptable to use the Library's computer system and Internet resources for any of the following:

- For any purposes which violate applicable U.S. or state laws. Users must respect all copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet.
- Destruction of or damage to equipment, software, or data belonging to the Library.
- Disruption or interference of network users or services. Such interference or disruption includes, but is not limited to: distribution of unsolicited advertising, harassment, libeling, or slandering of others; propagation of computer worms or viruses.
- Sending, receiving, or displaying text or graphics which may reasonably be construed as either obscene or child pornography by community standards.

As with any other information the user chooses to access, Library staff will respect the patron's confidentiality. However, since computer screens are visible to others, they cannot be considered private. Some material is inappropriate for display in a public setting. Library staff reserves the right to monitor the use of computer workstations to ensure compliance with this policy.

Violations of the Internet Safety and Ethical Use Policies

Users violating these guidelines will be advised of the Library's policy for ethical use and asked to comply. Users who repeatedly violate these guidelines after previous warnings will be restricted from using the Library's online services on that occasion. The Library reserves the right to prohibit violators from future access or use of the online services. Illegal acts may subject violators to prosecution by local, state, or federal authorities.

Guidelines for Public Computer Use

1. Public computers are available to all Stokes Brown Public Library customers.
2. To support access for all customers, the library will enforce time limits on public PCs.
3. The customer must leave the public PC once his/her session has expired.
4. Filters on public PC in the Children's and YA areas will not be disabled for any reason.
5. Problems with public PCs must be reported immediately to library staff. Do not try to disconnect, reconnect, or remove any equipment or otherwise fix problems.
6. Only software owned and installed by the library may be run on any of the public PCs. Customers may not load software from any source or change any settings.
7. Customer owned headphones may be used with public PCs. Headphones are available at the Reference Desk. Individual earbuds may be purchased for \$2.00, or you may borrow a large pair of headphones (restrictions apply).
8. Except for headphones and storage devices (flash/jump drives, etc.), only hardware owned and installed by the Library may be used with the public PCs. You may not connect any other devices such as, but not limited to, modems, joysticks, mice, printers, or scanners.
9. The library is not responsible for damage to or loss of data from power interruption, viruses, hard disk failure, faulty software, or any other cause. The use of library computer equipment and the entering of personal information or data (e.g., credit card numbers, home address) are at your own risk.
10. Material not saved to storage devices (floppy discs, flash/jump drives, etc.) before the end of the session will be lost. Customers must supply their own disks for downloading and saving data. The library PCs are equipped with software that wipes all data after each session. There is no way to recover it. Be sure to save often on your personal storage device!
11. One person per computer. Exceptions may be made by library staff. Permission will not be granted to persons conducting for-profit computer instruction.
12. The Library provides Catalog-Only PCs for patron use. Catalog-Only PCs do not require a card or a ticket. These PCs are not for accessing the Internet, Office applications, or other resources.
13. Failure to comply with the above guidelines may result in suspension of library privileges.

How to Use the Computer Lab

1. The Computer Lab is self-serve. If you have a library card, there is no need to stop at the Reference Desk. Simply walk into the Lab, sit any computer that says "Available" and log in as a patron using the entire library card number on the back of your card.
2. If you do not have a library card, you will need to stop at the Reference desk and present a photo ID to obtain a Guest Pass. Find an "Available" computer, log in as a guest, and put in all of the information printed on the pass.
3. Once you are finished using the computer, select "End Session" and then select "End Now". This will end your session. Do not attempt to log off from the Start menu.
4. Printing is \$0.25 per page for black and white prints and \$0.75 per page for color prints. However, library card holders in good standing (\$0 balance and no 'blocked' status) will receive the first five (5) black and white prints FREE per day when printing from a library computer. You will be given a chance to preview your prints at the desk before the prints are released. You will need to select how you want to print (B/W or color), and it will notify you of the amount you will be charged. You must click ok to confirm before your prints are released.
5. Go to the Reference Desk when you are ready to pick up your prints. Staff will allow you a chance to preview your prints. Fees for printing must be paid before the print job is released by staff to the printer.
6. We have free WiFi. To connect, access your device's wireless settings. Look for the 'guest' network. Ask staff for the password if prompted.
7. **All public computers shut down 15 minutes before closing time. Be sure to save or print all work prior to this time. Failure to do so will result in lost information that cannot be recovered.**
8. The time limit for public computers is 2 hours per day. Customers are initially given 1 hour and will be offered a 15 minute time extension at the end of their session if there are enough available computers. Customers using the computers for timed tests or classes may ask library staff for time extensions beyond the 2 hour limit. In this case, the customer should notify the library staff ahead of time, otherwise the extension may not be granted when there is a waiting list for computer usage.
9. Once a customer's session is over, the public computers will automatically end the session. Any data not saved to customer's storage device (floppy discs, flash/jump drives, etc.) will be lost. All print jobs must be sent to the print release station before the customer's reserved time has expired.
10. Customers must provide their own storage devices for downloading and saving data.
11. Customers must use library-supplied paper for printing. Personal paper is not allowed.

Patron Conduct

The Stokes Brown Public Library Board of Trustees welcomes visitors and encourages them to use its resources. The Board also acknowledges the necessity to maintain an environment in which patrons and staff can be free from harassment, intimidation, threats to their safety and well-being, and protects library resources and facilities from damage. To provide safeguards against such behavior and damage to property, the Library Board has adopted the following *Rules of Conduct*, which specify the type of activities or behavior that is not permitted on library premises.

The Library will actively monitor all behaviors of patrons and visitors to ensure safety and a secure environment. The Library reserves the right to enforce restrictions on access to the Library of any person listed on the sexual offender registry as authorized under Tennessee Code Annotated 40-39-216 on a case by case basis when made aware of a problem situation.

These rules of conduct shall apply to the interior and exterior of the building and to all persons entering in or on the premises.

Listed below are the library's rules of conduct. Persons who violate these rules may be ejected from the premises and excluded from all library premises for the time prescribed below.

RULES OF CONDUCT – Class I Offenses

Any person engaging in the following prohibited behavior will be given a verbal warning and explanation of the rule and will be asked to comply. If the person violates these rules for a second time, they will be given a written warning. For a third offense the patron will be asked to leave the premises for the remainder of that day. A fourth violation of these rules will result in a suspension for one day. A 5th violation will result in a 5 day suspension. A sixth violation will result in a suspension up to 30 days. Should any person refuse to comply or leave the premises for the remainder of the day they will be considered in criminal trespass and in violation of class II offense # 4. This will result in an expulsion from thirty (30) days up to one (1) year.

1. Distributing or posting printed materials and literature that have not been approved by the library, soliciting, petitioning, or canvassing on library premises.
2. Participating in a gang or gang-related activity. Gang-related activity includes (but is not limited to): the display or possession of gang symbols or paraphernalia, gang recruitment, gang initiation, and gang intimidation.
3. Food and covered drinks are allowed; debris, mess and strong odors are not. Unless specifically authorized by library administration for facility events, alcohol is not permitted on library property.
4. Smoking in the library or in areas immediately adjacent to any entrance or use of smokeless tobacco in the library.
5. Congregating on library premises in a manner which obstructs access or interferes with use of library facilities or services or where such activity may result in an unsafe or intimidating environment; lying on floors, tables, or planters; lying on benches and couches; school age students being on library premises during school hours excluding home school students or school sponsored visits.
6. Using library materials, equipment, furniture, fixtures or buildings in a manner inconsistent with the customary use thereof; or in a destructive, abusive, or potentially damaging manner; or in a manner likely to cause personal injury. Bringing bicycles, shopping carts or similar devices into library buildings including vestibules and covered doorways, the use of skates, skate boards and/or roller blades or similar devices on library premises.
7. Bringing animals or pets, **other than those assisting persons with disabilities**, into the library facility. Leaving animals tethered and unattended on library premises.
8. Creating loud noises and/or disturbances which interfere with staff and or other patrons' use and enjoyment of the library including, but not limited to, by verbal utterances or with electronic devices.
9. Leaving children unattended or unsupervised where the child may be in danger or when the child's behavior is disruptive to other patrons. Leaving children or young adults in library facilities after closing time (see library's policy regarding children remaining at the library after closing time).
10. Misuse of rest rooms. Misuse includes shaving, washing clothing and bathing (other than face and hands). Misuse also includes having more than one person per stall unless assisting a small child or someone with a mobility issue.
11. Being on library premises between one (1) hour after official public closing time and one (1) hour before official opening time except for returning library materials to after-hours book drops and attending special events authorized by the library.
12. Entering the library with no shoes or shirt.
13. Disturbing others because of offensive odor of the body, clothes, or belongings.
14. Unauthorized use of another patron's library card or library card number.
15. Violations of posted Library policies, procedures or guidelines.

RULES OF CONDUCT – Class II Offenses

Any persons engaging in the following prohibited behavior will be suspended from the Stokes Brown Public Library for a period of Thirty (30) to ninety (90) days. Subsequent violations by that person will result in a suspension of up to one (1) year depending upon the number of repeat offenses.

1. Directing a specific threat of physical harm against an individual, group of individuals or property.
2. Intentionally damaging, defacing, destroying, or stealing property belonging to the library, a patron or employee. Library patrons are subject to search.
3. Intentionally engaging in harassing or threatening behavior towards other patrons or library employees for the purpose of annoying, intimidating or causing fear to the recipient. Using obscene or abusive language or gestures in a manner which reasonably can be expected to annoy or disturb other patrons or library staff (including following persons around the premises or prolonged staring).
4. Entering library premises while on suspension for patron conduct rules.
5. Any violation of Federal, State, or local laws

RULES OF CONDUCT – Class III Offenses

Any person engaging in the following prohibited behavior will be suspended from the Stokes Brown Public Library for a period of one (1) year and the library will pursue criminal charges. If the person is convicted or pleads guilty to criminal charges, the patron will be suspended for five (5) years or for the length of the sentence imposed by the court, whichever is longer, pending review and approval by the Library Director.

1. Physical assault of a customer or employee.
2. Engaging in sexual conduct including but not limited to indecent exposure or the physical manipulation or touching of a person's sex organs through a person's clothing in an act of apparent sexual stimulation or gratification.
3. Intentionally damaging, defacing, destroying or stealing property belonging to the library, a patron or employee resulting in felony charges.

Privacy and Confidentiality Policy

(adapted from the LMLS Privacy & Confidentiality Policy: <https://www.lmls.org/lmls-policies/> ; accessed 05/09/18)

Your Right to Privacy

Privacy is essential to the exercise of free speech, free thought, and free association. The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. Privacy has deep roots not only in law, but also in the ethics and practice of librarianship. In a library, the right to privacy is the right to open inquiry without having the subject of one's interest examined or scrutinized by others. Confidentiality exists when a library is in possession of personally identifiable information about users and keeps that information private on their behalf.

Commitment to Confidentiality

The Stokes Brown Public Library (SBPL) recognizes your right to privacy regarding the questions you ask and the materials you borrow. This notice explains your privacy and confidentiality rights, the steps SBPL takes to respect and protect your privacy when you use library resources, and how SBPL deals with personally identifiable information collected from users.

Confidentiality of Library Records

Tennessee Code Annotated (TCA) states: "(a) Except as provided in subsection (b), no employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such library. (b) Library records may be disclosed under the following circumstances: 1) Upon written consent of the library user; 2) Pursuant to the order of a court of competent jurisdiction; or 3) When used to seek reimbursement for or the return of lost, stolen, misplaced, or otherwise overdue library materials." (TCA 10-8-102).

Information SBPL Collects

The Stokes Brown Public Library collects the following information for library card registration: name, address(es), phone number(s), date of birth, gender, email, and assigned barcode. The library also retains records listing all materials checked out, overdue materials, fines paid and waived, and current interlibrary loan. When a borrower returns an item, the patron barcode number is retained on that item until it is checked out again and returned. SBPL may also collect this information from donors and other library supporters.

SBPL does not ask library visitors to identify themselves or reveal any personal information unless they are making use of the SBPL public workstation computers or reserving the community, board, or study rooms.

Some of the databases SBPL offers require the barcode number of the user's library card for verification purposes. Database vendors (including TN READS) do not have access to patron records. These sites may have different privacy policies.

How SBPL Protects Your Information

Patron library use records are private and confidential under Tennessee law. If you consent to give us your personally identifiable information by completing a registration card, SBPL will keep it confidential and will not sell or license personal information to any third party without your consent, unless we are compelled to do so under the law or to comply with a court order. Only those authorized by SBPL have access to personally identifying information for the purpose of performing library work.

To ensure the privacy and confidentiality of individual library use records, patrons are advised to not allow others to use their library cards or library account information. SBPL deems patrons who allow third persons to use their library cards or library account information to have consented to the access of their private and confidential library use records by the recipients of their library cards or account information.

In addition:

- Patron information will not appear on any circulation records available to the public.
- When notifying patrons of the availability of reserved or requested materials, titles will be given only to the person making the request.
- Requests for information about materials associated with patron accounts (adult or child) can only be responded to if the patron provides the barcode number on the library card. Parent or guardian access to confidential information of a minor cardholder is restricted to information related to the payment of fees for overdue, lost or damaged materials. Pursuant to Tennessee Law, a patron may provide written permission for multiple other individuals (Authorized Agent) to access their library account information, checkout, renew, or reserve materials, or to pay fines or fees. The library card holder must appear in person at the library and give permission in writing.
- Due legal process is required to access SBPL computers or any information stored therein.

Legal Compliance

SBPL authorizes only the Library Director to receive or comply with requests from law enforcement officers. SBPL will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction that shows good cause and is in proper form. SBPL will not respond to verbal requests.

As a public institution, SBPL is legally obligated to comply with the information request requirements of the Patriot Act, enacted on October 26, 2001. Should library records be requested under the Patriot Act, the law states that library staff shall not inform the person about whom the information is requested, nor speak to co-workers, the media or other government officials about the inquiry.

Please note: Library users who have questions, concerns or complaints about the library's handling of their privacy and confidentiality rights should file written comments with the Library Director. SBPL will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

Title VI Nondiscrimination Statement and Policy

- I. Nondiscrimination Statement: The Stokes Brown Public Library ensures compliance with Title VI of the Civil Rights Act of 1964; 49 CFR, Part 21; related statutes and regulations so that no person shall be excluded from participation in, be denied the benefits of, or be subjected to discrimination under, any program or activity receiving federal financial assistance from Stokes Brown Public Library on the grounds of race, color, or national origin.
- II. Application. All employees of or applicants to Stokes Brown Public Library or any program administered by Stokes Brown Public Library; all members of the public seeking services offered by the Stokes Brown Public Library.
- III. Policy: In accordance with Title VI of the Civil Rights Act of 1964, Stokes Brown Public Library will not, on the basis of race, color or national origin:
 - Deny any person services, assistance, or any other benefit for which the person is qualified;
 - Provide any person with a service different from that provided to others under the same program;
 - Subject any person to separate treatment in any manner related to services, aid or other benefits;
 - Limit any person in any way in the use of services, facilities, or any other advantages, privileges or benefits provided under any program;
 - Treat any person differently from others in deciding whether the person meets requirements to receive aid, care, service or other benefit;
 - Deny any person, or offer an opportunity different from that offered to others, in any program or service;
 - Adopt methods that limit participation by any group of recipients or subject them to discrimination; or
 - Refer any person to agencies that do not obey civil rights laws.
- IV. Complaint Procedures. If you believe that you or others protected by Title VI have been discriminated against, you may file a written, signed and dated complaint with the Title VI Coordinator of Stokes Brown Public Library within 180 days of the alleged discrimination. A complaint form can be found on the Department of State's website at www.sos.tn.gov. The complaint should be submitted to:
 - Stokes Brown Public Library
 - C/O Title VI Coordinator
 - 405 White Street
 - Springfield, TN. 37172

If you disagree with the determination of the Title VI Coordinator, you may appeal to the federal agency that provides funds to Stokes Brown Public Library.

Tennessee Department of State
Attn: Rose Case, Title VI Coordinator
312 Rosa L. Parks Blvd.
Nashville, Tennessee 37243

Adapted from the TN dept. of State
Adopted SBPL 09/11/20