

Policies and Procedures Manual

Sierra Vista Public Library

11/22/2021

Reviewed

Library Policies and Procedures Manual

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Section 1 Introduction

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The purpose of this section of the *Policies and Procedures Manual* is to give a general overview of the basic tenets and structure of the library.

A program of written policies and procedures offers benefits to a library or department.

Written policies and procedures:

- Improve the quality of work by reducing errors.
- Increase productivity by standardizing processes and creating a consistent way of doing things in the Library.
- Serve as training aides for both new employees and experienced employees who are cross-training.
- Serve as a checklist for complicated or little-used processes.
- Provide a basis for improvement

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Library Advisory Commission	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>The Library Advisory Commission was originally created on June 21, 1960 by Ordinance 30 and re-established on November 14, 1996 by Resolution 3721. On May 28, 2020, Resolution 2020-028 was approved that dissolved the Library Advisory Commission and re-established it as a City Department affiliated nonregulatory Commission.</p> <p>The purpose of the Library Advisory Commission is to advice on matters relating to library services/requirements and assist the City Librarian in promoting library services to the public.</p> <p>Meetings: Bimonthly on the fourth Monday of each odd numbered month at 4:30 p.m. in the Sierra Vista Public Library Conference Room. Per ordinance, the Commission must meet no less than quarterly.</p> <p>Meeting time and place is flexible but must be open to the public.</p> <p>Information on the Commission, meeting times and location, agendas, and minutes can be found at www.SierraVistaAZ.gov</p>	

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Library Bill of Rights	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.</p> <p>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.</p> <p>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.</p> <p>III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.</p> <p>IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.</p> <p>V. A person’s right to use a library should not be denied or abridged because of origin, age, background, or views.</p> <p>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.</p>	

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Mission Statement	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
The mission of the Sierra Vista Public Library is to provide free access to information and services for all members of the community.	

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Statement of Censorship	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Censorship is the suppression of ideas and information that certain persons—individuals, groups or government officials—find objectionable or dangerous. ¹</p> <p>The Sierra Vista Public Library Staff and Volunteers strongly believe in the right of every individual to seek and receive information from all points of view without restriction through censorship. Staff also believe in the right of each individual not to access material they find objectionable. Our philosophy extends to all individuals regardless of race, age, gender, background, or views.</p> <p>The access and use of library spaces, services, programs, and material by children is ultimately the responsibility of parents, who guide and oversee their own children's development. The Sierra Vista Public Library does not intrude on that relationship.</p> <p>Staff and Volunteers of the library will never forbid or require anyone to read, access, or be exposed to any material they find objectionable. Each individual, or individual's guardian, may choose to use or not use the library's material.</p> <p>The Sierra Vista Public Library supports and abides by the American Library Association's Library Bill of Rights [section 1.1]</p> <p>1 "Intellectual Freedom and Censorship Q & A." American Library Association. American Library Association, 01 Jan. 1996. Web. 30 June 2016. <http://www.ala.org/advocacy/intfreedom/censorshipfirstamendmentissues/ifcensorshipqanda>.</p>	

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Vision Statement	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
The Sierra Vista Public Library will be recognized as a library that excels in providing efficient, modern, accessible, and customer-oriented services.	

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Section 2 Administration

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The purpose of this section of the *Policies and Procedures Manual* is to establish the policies and procedures for basic operating functions. Policies are subject to reconsideration and change when appropriate. The library reserves the right to modify, change, or delete policies and procedures when necessary.

The Director of Leisure and Library Services and the Division Manager are responsible for the administration of the Sierra Vista Public Library policies and procedures.

Policies are current and accurate as of the dates indicated on each one but no policy shall have authority over any Federal, State, County, or City laws, codes, or ordinances or City policy.

The policies and procedures apply to all staff, volunteers, patrons, and visitors of the Library unless otherwise specified.

Acceptance of Gifts, Grants, and Bequests	Authority—Leisure & Library Services Director/Division Manager
Origination Date—09/26/2017	Revision Date— 01/15/2019— changed ‘reference’ from Employee Handbook to Personnel Rules and Regulations 08/17/2021—included ‘social media’ reference; added citation for PR&R policy
<p>Statement of Policy</p> <p>The Sierra Vista Public Library welcomes donations and sponsorships from local business, corporations, families, and individuals.</p> <p>Guiding Principles</p> <p>The following principles will guide Sierra Vista Public Library in the solicitation and/or acceptance of gifts, grants, or support to enhance or develop library programs and services</p> <ul style="list-style-type: none"> • All gifts, grants and/or support must further the library's mission, goals, objectives and priorities. They must not drive the library's agenda or priorities. • All gifts, grants and/or support must safeguard equity of access to library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community. • All gifts, grants and/or support must protect the principle of intellectual freedom. Sponsors/donors may not direct the selection of collections or require endorsement of products or services. • All gifts, grants and/or support must ensure the confidentiality of user records. The library will not sell or provide access to library records in exchange for gifts or support. • All gifts, grants and/or support must leave open the opportunity for other actual or potential sponsors/donors to have similar opportunities to provide support to the library. • Gifts of books or other library materials will be accepted in accordance with the terms outlined in the Collection Development Policy. <p>Recognition and Acknowledgement</p> <p>The library will ensure that each sponsor/donor receives acknowledgement and, to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors/donors:</p> <ul style="list-style-type: none"> • A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors/donors. • Any special recognition agreements will be stipulated in the letter. • Public acknowledgement of sponsorship in the library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Standards controlling the size format and location of such acknowledgment will be 	

developed by the public information office to ensure both consistency and quality of appearance. Such acknowledgement will not take precedence or have prominence over the library's/city's own logo or promotional material.

- For gifts and/or sponsorships valued at over \$500, the library may submit a press release to local newspapers or on social media platforms and/or publish an article regarding the gift/sponsorship in the city's official newsletter if the sponsor/donor is willing.
- Acknowledgement of sponsorship may also take the following forms at the library's discretion:
 - Launch of a special program or media campaign to announce the gift.
 - Sponsor's name on promotional materials.
 - Small standardized plaques may be placed on donated furniture or equipment.
 - Library bookplates.

In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the library.

Approval

All gifts, grants, or in-kind support given with special requirements must be approved by the Leisure & Library Service Director.

The solicitation of gifts, grants, or in-kind support by library staff must receive prior approval of the Leisure & Library Services Director or Division Manager.

Authority for Implementation

The library reserves the right to make decisions regarding the implementation of each grant, gift, or offer of in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with library management and staff. All details as to design of programs and allocation of resources will also reside with library management and staff.

ARS 9-412. Receipt of gifts for library

Cities or towns may receive, hold or dispose of gifts made to them for library purposes and may apply them in a manner which will best promote the uses of the library, subject to the terms of the gift.

Monetary and Material Donations

Monetary donations will be accepted and deposited in accordance with the city's policy and procedures on cash handling and monetary donations.

Donors will receive an Acknowledgement of Donation receipt for their monetary donation.

Requests and suggestions from donors for specific purchases will be considered, but the library reserves the right to use donation funds for any similar or like purposes.

The library accepts books and other material directly.

Donated physical or digital items may be added to the collection using collection development procedures and policy and is at the sole discretion of library staff. The Library reserves the right to dispose of donated materials in any manner it deems appropriate. Under no circumstances will staff guarantee donations will be added to the library's collection. (See [Collection Development Policy](#))

Gifts of materials that are accepted by the Library become the absolute and unconditional property of the Library and cannot be returned to the donor for any reason. Once the Library takes possession of an item, the Library is free to make all decisions in accordance with its established policies and procedures with respect to the retention, storage, processing, use, and disposition of that item. In accordance with the Library's standard policies, Donors are granted the same right to access and use materials they have donated as other members of the public (i.e., materials may be accessed after they have been processed, during normal business hours, and in accordance with the Library's current rules and regulations). Please note that it is the Library's policy not to accept materials "on deposit."

In general, the Library asks donors of materials for which the donors own the copyright to transfer the copyright to the Library so that the Library may make broad use of the materials in question. In cases where the copyright is not transferred to the Library, it is understood that the Library may in its sole discretion and without further approval of the donor: (i) make copies of or otherwise reproduce any or all of the materials for preservation and reference purposes; (ii) make copies of the materials for research, educational, and editorial uses by third parties (any fees charged by the Library for this service are used to offset the Library's related costs); (iii) display and exhibit (and permit others to display and exhibit) and make copies of the materials for exhibition purposes or other related purposes, including exhibition catalogues, promotional materials (including posters), and informational materials about the Library; and (iv) post digitized versions of the materials on the Library's website.

Tax Considerations

A. All prospective donors are encouraged to consult with their legal, tax, and/or financial advisers before making a gift to the Sierra Vista Public Library. The tax deductibility of gifts can be a complex issue, and the Library is not in a position to advise potential donors with respect to such matters.

B. The Library provides donors of property with a written acknowledgment of the receipt of such property. The Library is not able to confirm the value of the property that has been donated. The donor is responsible for the appraisal of non-monetary donations.

C. In the event that the donor expects the Library to sign any forms related to the tax-deductibility of a donation of property, all such forms must be presented to the Library at the time that the materials are given to the Library. Forms presented to the Library after this point in time cannot be signed by the Library.

Personal Gifts to Staff

The library follows the policy outlined in the City of Sierra Vista's Policies and Procedures Manual [Section 13 C] on acceptance of gifts:

Employees are not allowed to solicit gifts, lavish entertainment or other benefits from potential and actual customers, suppliers or competitors nor are employees allowed to accept gifts of significant value, lavish entertainment or other benefits from potential and actual customers, suppliers or competitors. A "gift" includes gratuity, favor, discount, entertainment, hospitality, loan, or any other item having monetary value. Special care must be taken to avoid even the impression of a conflict of interest. An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure would not embarrass or harm the City.

For more information regarding personal gifts to staff, contact: Human Resources, City Clerk

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Access to Facilities	Authority—Leisure & Library Services Director/ Public Works
Origination Date—09/26/2017	Revision Date— 10/14/2019—changed reporting procedure to Human Resources; updated FotL to LLB
<p>Guidelines</p> <p>Staff of the Sierra Vista Public Library are granted access to the library and other facilities as outlined by the City of Sierra Vista’s administrative directive <i>ACM-PW-2011-004.001, <u>Access Control to City Facilities</u></i>.</p> <p>In addition to reporting loss of key/access card to a supervisor and/or the Division Manager Staff must immediately report the loss of a metal key to Public Works and the loss of an access card to Human Resources. In the case of loss of key/access card after hours, notification should be made as soon as possible.</p> <p>Do not contact supervisors or Public Works staff after hours unless immediate access to the building is needed.</p> <p>Each staff is responsible for their key or access card. Any unauthorized use, including lending of your key or access card, may result in disciplinary action.</p> <p>Staff occupation of facility when not scheduled to work</p> <p><u>When library is open to the public</u></p> <p>With occasional exceptions and by approval of the Division Manager, it is not appropriate for non-exempt staff to remain for extended periods of time in non-public areas of the facility when they are not working or beginning/ending their work day.</p> <p><u>When library is closed to the public</u></p> <p>It is not appropriate for non-exempt staff to remain in the facility for extended periods of time when they are not working or beginning/ending their work day unless prior arrangements have been made with their supervisor.</p> <p>Volunteers</p> <p>Volunteers are not granted keys or access cards.</p> <p>Little Library Bookstore</p> <p>The Little Library Bookstore has access to the library via physical key/lock at the LLB entrance.</p>	

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Accidents and Injuries	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 03-29-2018—update on the job injuries process for <i>Triagenow</i> (removed reference to turning in report within 3 days) 1/18/2019—changed reference to Personnel Rules and Regulations
<p>For Staff:</p> <p>All injuries/illnesses occurring while on duty, regardless of location, are to be reported to a supervisor as soon as possible after first-aid and/or emergency service is provided. A thorough accident report must be prepared after an injury or accident using the TriageNow system.</p> <p>(See also: <i>Safety and Training</i> section of the Personnel Rules and Regulations.)</p> <p>For Patrons:</p> <p>In case of patron accident or injury, staff should, when necessary, first call 911 and/or offer what assistance staff feel comfortable with.</p> <p>As soon as possible after the accident/injury, staff should write an informal incident report for the Division Manager with as much information as they can reasonably obtain which should include—if possible—the name and/or description of person(s) involved, location of accident, reason for accident if known, extent of injuries, comments made by person(s) involved, witnesses, and any other information that may be needed. Staff should gather this information in a non-confrontational, non-invasive manner. At all times the comfort and emotional support of the patron is priority.</p> <p>As soon as possible after the accident/injury staff should examine the area where the accident/injury occurred and include in their report the existence or absence of anything that may have contributed to the accident/injury.</p> <p>NON-INJURY accidents: staff should make an informal report of any unusual accidents that occur even if they do not result in injuries. These could include but are not limited to falls, furniture malfunctions, electric shocks, and dropping items on self or others. In these cases staff should make an assessment of the area where the accident occurred and include in their report the existence or absence of anything that may have contributed to the accident.</p>	

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ADA Compliance	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Library strives to provide equal access to all library spaces, services, activities, and programs in adherence to the Americans with Disabilities Act of 1990 and subsequent revisions. The Library will take appropriate steps to ensure effective communication with all patrons, volunteers, and employees of the Library with regard to disabilities.</p> <p>Individuals with service animals are welcome. Questions about ADA compliance, concerns, or suggestions about accessibility of library facilities, activities, and programs should be addressed to the Division Manager, the Leisure & Library Services Director, or the City’s ADA representative.</p> <p>See also: Policy on Service and Therapy Animals https://www.ada.gov/</p>	

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Administrative Directives	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>There are a number of Administrative Directives which have been prepared by various departments within the City. The Administrative Directives (requires login) can be found on the City Intranet.</p> <p>It is the responsibility of each employee to regularly review the Administrative Directives and adhere to the guidelines therein.</p> <p>Of particular concern to all employees are the following Administrative Directives:</p> <ul style="list-style-type: none"> Computer & Network Education Program Employee/Relative Transactions Family Medical Leave Act HIPAA Compliance Travel Employees 	

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Café	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>The Sierra Vista Public Library offers space to a vendor for the purpose of operating a small café.</p> <p>The kitchen area is for the sole use of the café vendor.</p> <p>Café seating in the lobby is reserved for customers of the café. The café staff may allow library patrons to use their space during their hours of operation but they reserve the right to limit use of their space to paying customers only.</p> <p>Café management and staff are responsible for all aspects of their business including, but not limited to, repairs of equipment used in the making and serving of food and beverages, staffing, code certification, kitchen maintenance and cleaning, pricing, menu options, food purchasing and preparation, equipment and supply purchases, and general cleaning of all designated café areas during their business hours (cleaning of tables, spills, food, and garbage).</p> <p>The City of Sierra Vista is responsible for structural, electrical, and plumbing repairs. City staff is responsible for deep cleaning the café seating areas (mopping floor, cleaning light fixtures, and windows).</p> <p>Staff should let the Department Specialist or Division Manager know if the café staff request repairs or have any concerns.</p> <p>Patrons of the library may bring items purchased from the café into the library as long as they comply with the Food and Drink policy.</p>	

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Cash Handling	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>The Library will maintain internal controls for cash handling in order to prevent mishandling of city funds and to safeguard and protect employees. The responsibilities of employees involved in cash handling are defined by the Finance Department.</p> <p>Access to the safe is at the discretion of the Division Manager.</p> <p>Assigned staff will have access to the cash drawers and the copier and printer coin-operated stations.</p>	

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Chain of Communication	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p><u>Emergency</u></p> <p>In an emergency situation, staff should first call 911. Safety of staff, volunteers, and patrons is the first priority.</p> <p>Staff should notify their supervisor of any emergency situation as soon as possible. In the absence of a supervisor, staff should notify in the following order whichever of these staff are on duty:</p> <ul style="list-style-type: none"> Division Manager Leisure and Library Service Director librarians fulltime staff <p><u>Non-Emergency</u></p> <p>In a critical or time-sensitive but non-emergency situation, staff should immediately notify their supervisor. In the absence of a supervisor, staff should notify in the following order whichever of these staff are on duty:</p> <ul style="list-style-type: none"> Division Manager librarians fulltime staff Leisure and Library Service Director 	

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Emergency Crisis Center Site	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>The Sierra Vista Library has been designated by the City of Sierra Vista as an Emergency Crisis Center Site.</p> <p>In the event of emergency situations the library may be used as an evacuation site, communications center, distribution center, and/or information center.</p> <p>Library services and hours may be disrupted in the event of an emergency.</p> <p>Staff are to take direction from library management and supervisors, City management and/or emergency personnel.</p>	

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Facility Maintenance, Critical and noncritical situations	Authority—Public Works
Origination Date—09/26/2017	Revision Date—
<p>Facilities Maintenance normal work hours are from 7:30 a.m.–3:30 p.m., Monday–Friday. Facilities Custodians are Monday–Friday from 5:00 a.m.– 1:30 p.m.</p> <p>Noncritical situations: Noncritical situations occurring during the hours of operation can be adequately handled by submitting a work order. Provide the Department Specialist with the pertinent information and request that a work order be submitted.</p> <p>Critical situations: For Facilities after-hours critical situations or when Facilities assistance is required, please dial the Facilities on-call cell phone. The Facilities on-call cell phone number is 520-234-3443. Please do not call the Facilities person(s) that is assigned to your building(s) after normal working hours. The on-call person is the only one authorized to respond to after-hours call-outs unless directed otherwise.</p> <p>Critical situations include any situation which may compromise the safety and security of people, the building and/or the contents of the building such as exterior doors that can not be locked, power-outages, gas or water leaks, structural damage that needs immediate attention, and bio-hazards.</p>	

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Full-time Staff Available During Public Service Hours	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
A classified employee should be available at all times during public hours of operation.	
Staff emergency contact information is available at Q:\Library	

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Hours of Operation	Authority—Leisure & Library Services Director								
Origination Date—09/26/2017	Revision Date— 10/14/2019—FotL to LLB								
<p>The City of Sierra Vista recognizes 10 Federal Holidays and one Special Holiday. The library follows the City’s schedule but may be closed for holiday on a day other than an official city holiday if the holiday falls on a Saturday. The library may also have special, non-paid closures.</p> <p>Scheduled non-holiday closures include but are not limited to closures for repairs, cleaning, inventory, and staff training and will be announced as far in advance as possible.</p> <p>The Division Manager will be responsible for notifying staff, cafe management, Little Library Bookstore management, and the public of scheduled closures.</p> <p>The Volunteer Coordinator will be responsible for notifying volunteers of library closures.</p> <p>Library Customer Service Hours:</p> <table border="1"> <tr> <td>Mondays–Thursdays</td> <td>10:00 AM–7:00 PM</td> </tr> <tr> <td>Fridays</td> <td>10:00 AM–6:00 PM</td> </tr> <tr> <td>Saturdays</td> <td>10:00 AM–4:00 PM</td> </tr> <tr> <td>Sundays</td> <td>CLOSED</td> </tr> </table>		Mondays–Thursdays	10:00 AM–7:00 PM	Fridays	10:00 AM–6:00 PM	Saturdays	10:00 AM–4:00 PM	Sundays	CLOSED
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Fridays	10:00 AM–6:00 PM								
Saturdays	10:00 AM–4:00 PM								
Sundays	CLOSED								

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Lost and Found	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The library is not responsible for lost or stolen personal items but does accept and store items found on library premises in as secure a location as possible.</p> <ul style="list-style-type: none"> • volunteers should turn in found items to library staff immediately for storage • sensitive items such as wallets, cell phones, and computers are stored for two business days in the library safe and then taken to the Sierra Vista Police Department • after a period of one (1) week unclaimed items will be disposed of or donated to an appropriate organization 	

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Opening and Closing Procedures	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Opening and closing procedures are detailed in the Standard Operating Procedures Manual.</p> <p>In the absence of the Division Manager, the following persons on duty are responsible for the building:</p> <ul style="list-style-type: none"> Librarians Circulation Coordinator Full-time staff 	

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Personnel Rules & Regulations	Authority—Human Resources
Origination Date—09/26/2017	Revision Date—
<p>The City’s Personnel Rules & Regulations cover all positions in the city classified service.</p> <p>Every employee is expected to know and adhere to the Personnel Rules & Regulations.</p> <p>It is the responsibility of the employee to regularly review, understand, and follow the rules and regulations.</p> <p>It is the responsibility of the employee to ask for clarification if needed.</p> <p>Failure to read and understand the Employee Rules & Regulations does not exempt and/or protect an employee from disciplinary action and/or dismissal.</p> <p>The Personnel Rules & Regulations can be found on the intranet.</p> <p>Questions concerning Personnel Rules & Regulations can be directed to a supervisor, Division Manager, or Human Resources.</p>	

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Privacy/Confidentiality	Authority—Leisure Manager
Origination Date—09/26/2017	Revision Date—
<p>The library will not reveal any information about library patrons at any time to any one if it violates either confidentiality or privacy, including providing information to parents and law enforcement officers, unless required by law. The library requires a warrant before releasing information.</p> <p>Privacy</p> <ul style="list-style-type: none"> • Patrons have the right to read, examine, and research any topic or idea without fear that their actions are being monitored, scrutinized, discussed, or reported. • Per the Sierra Vista Public Library’s Internet Safety Policy/Blocked Websites, the City supports the application of Internet filters in accordance with state and federal laws. The Sierra Vista Public Library provides Internet filters to both its wireless system as well as its public computers that prevent minors from gaining access to visual depictions of child pornography, material that is harmful to minors, or obscene, and that prevent anyone from gaining access to visual depictions of child pornography or that are obscene. <p>Confidentiality</p> <ul style="list-style-type: none"> • Library staff will not give out any personal information about a patron to anyone else. • The name of a patron who has material checked out will not be given. • The last time a library card was used will not be told. • As a courtesy, staff will page patrons—who may respond at will—but staff will not inform callers of the absence or presence of any individual with the exception of minors. <p>Requests from law enforcement, city staff, or any person or organization to access information or confiscate equipment should be referred to the Division Manager or Leisure & Library Services Director for approval.</p> <p>See also: Internet Safety Policy/Blocked Websites</p>	

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Public Display Areas	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Library’s bulletin boards, information/pamphlet racks, art display system, and other spaces may be used by individuals/groups at the sole discretion of the Division Manager. All material to be displayed, distributed, and/or posted must be approved by the Division Manager.</p> <p>Community Information</p> <p>The bulletin board and information racks are only for use by local nonprofit organizations engaged in civic, educational, recreational, and cultural activities.</p> <p>Materials promoting for-profit individuals or organizations, political campaigns or viewpoints, or doctrinal beliefs will not be accepted for posting or distribution. Petitions, advertisements, unapproved job postings, garage sales, lost/found/free pet information will not be accepted for posting or distribution.</p> <p>Distribution or posting of community information materials does not indicate the Library’s endorsement of the issues or events promoted by the materials.</p> <p>No signs will be posted on the library entrance doors, walls, exterior, or any place not specifically approved of by the Division Manager.</p> <p>Due to limited space available for community information materials, only a limited quantity can be accepted.</p> <p>The Library reserves the right to remove any material—either approved or unapproved—at any time for any reason.</p> <p>Materials to be displayed should be delivered to the Division Manager. Designated staff will post/display approved material. The Library will remove items that have not been approved for posting or distribution.</p> <p>Materials cannot be returned once given to the library.</p> <p>Digital Sign</p> <p>The digital sign is for the exclusive use of the City of Sierra Vista to promote and disseminate information on city events, programs, and/or other information.</p> <p>Digital sign content is the purview of the Public Affairs Office. All requests by library staff to advertise on the digital bulletin board should be directed through the Division Manager.</p>	

Artists' Display

Artists wishing to use the artists' wall display area must read the *Gallery Wall Terms of Use* policy and fill out the *Application for Gallery Wall* form and return it to library staff.

Art displayed in the art display area may be for sale, but library staff will not facilitate sales in any way.

The Library, library staff, Café staff, volunteers, and City of Sierra Vista are not responsible for the safety and security of displayed art.

The Library staff will not store, setup, or take down displays.

See: *Gallery Wall Terms of Use* and *Application for Gallery Wall*

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Purchasing Card Use	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>Staff who have city purchasing cards must following the City’s Administrative Directive <i>ADM-PRO-2015-78, Purchasing Card (pCard) Usage for Employees.</i></p> <p>If a pCard is lost, stolen, used fraudulently or used accidentally for personal use staff should immediately alert the Division Manager, Department Specialist, and/or Procurement.</p> <p>Intentional misuse of a pCard can result in disciplinary action or dismissal.</p>	

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Records—Collection, Retention, and Destruction	Authority—City Clerk
Origination Date—09/26/2017	Revision Date—
<p><u>Compilation</u></p> <ul style="list-style-type: none"> • Monthly reports are received by Division Manager by the first of each month for the preceding month. Statistics become part of the permanent record, are amassed and forwarded each month to library management, library staff, and other interested parties. Statistics are published annually online at the Arizona State Library’s website. • Patron information is collected electronically and in written form and is to be used solely for the purposes of facilitating the patron’s library experience. Information collected will not be used for any other purpose or distributed to others. • Records and information for administrative purposes are collected as needed for the operation of the library and include, but are not limited to, financial information, statistics, vendor information, and correspondence from staff and public. This information will be used only in the manner for which it was intended. <p><u>Retention</u></p> <ul style="list-style-type: none"> • Statistical reports are retained for a period of two years. • Patron records will be kept as long as the patron is an active member of the library. After a 2 year period of inactivity accounts of patrons who are in good standing will be removed from the electronic system. • Administrative records may be kept as long as needed, but will not be disposed of sooner than proscribed by Federal or State laws or City ordinance or policy. <p><u>Destruction</u></p> <ul style="list-style-type: none"> • Any physical record of patron information will be destroyed appropriately and may include shredding or redacting. • Administrative records that may be sensitive will be disposed of in a timely manner by filling out <i>Report Certificate of Records Destruction Form</i> and transporting the records to City Hall for shredding. • Electronic records that include sensitive information will be deleted from systems via automatic wiping of contents or intentional deletion. <p>Questions regarding records collection, retention, and destruction should be directed to the City Clerk.</p>	

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Resignation	Authority—Human Resources
Origination Date—09/26/2017	Revision Date—
<p>As a courtesy and so as not to disrupt library services, notice of resignation should be given at least ten (10) working days prior to resignation.</p> <p>Staff should be aware of the city’s policy on resignation. Failure to give appropriate notice may result in denial of future employment with the City of Sierra Vista.</p> <p>For more information refer to: City of Sierra Vista Rules & Regulations, Rule 15, Section 1</p>	

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Revision of Library Policies and Procedures	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
Revisions, additions, and changes to policies and procedures must be submitted in writing to, and approved by, the Leisure & Library Services Director or Division Manager.	

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Safety and Security	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The safety and security of the library is the responsibility of all staff and volunteers. Staff and volunteers are encouraged to make a supervisor aware of any problem so that it may be addressed as soon as possible.</p> <p><u>Responsibilities—Personnel Rules & Regulations, Rule 13 Section 1, Safety:</u></p> <p>Management</p> <p><i>It is the responsibility of management to:</i></p> <ol style="list-style-type: none"> 1. Detect and correct unsafe working conditions and practices. 2. Enforce the maintenance of safe working conditions. 3. Train employees in correct work procedures and City safety policies. 4. Ensure that each employee knows and follows safety rules. 5. Encourage safety suggestions and discussions. 6. Ensure that all accidents and injuries are reported promptly and properly. <p>Employees</p> <p><i>All employees are responsible for their safety and the safety of others in the performance of their job duties and are required to observe all safety policies and regulations.</i></p> <p><i>Failure to procure equipment when required or to properly use and wear required safety equipment may result in disciplinary action up to and including termination of employment. Inability to wear required safety equipment for any reason, including medical, may be grounds for disqualification of employment of job applicants, grounds for transfer, reclassification, demotion or termination of employment of City employees.</i></p> <p><i>In addition to guarding their own safety and City property, employees will do everything possible to safeguard co-workers and are responsible to hold each other accountable. Employees are also responsible for other people they may come into contact with in the performance of their job duties including customers, vendors and members of the public.</i></p> <p><i>Employees will immediately report to their supervisor any accident, illness, or disease arising from their employment that affects the employee or anyone else. Employees will also report any unsafe condition to their supervisor.</i></p>	

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Service and Therapy Animals	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>ADA compliant service animals are welcome in the Sierra Vista Public Library. If staff are unsure about the status of an animal brought into the library, they may ask the following questions:</p> <p>(1) is the dog a service animal required because of a disability, and (2) what work or task has the service animal been trained to perform.</p> <p>Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the service animal, or ask that the service animal demonstrate its ability to perform the work or task.</p> <p>Service animals must be in the presence and control of their handler at all times.</p> <p>Emotional support, therapy, comfort, or companion animals are not considered service animals and are not covered under the Americans with Disabilities Act. Exceptions are dogs trained to <u>interrupt or prevent</u> certain behaviors, such as with PTSD or anxiety attacks.</p> <p>Patrons with service animals may be asked to remove the service animal from the premises if the animal is out of control, damaging property, or eliminating in the building.</p> <p>State statute provides for the same access to service dogs in training as allowed under the ADA.</p> <p>Staff are not required to participate in the care of any service animal.</p> <p>See also: ARS 11-1024. Service animals; rights of individuals with disabilities; violation; classification; definitions</p>	

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Signage	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>For public signage/displays/distribution of information refer to policy on Public Display Areas.</p> <p>Internal (staff initiated) signage must meet the guidelines of the Public Affairs office for design, color, and brand use.</p> <p>All internal signage must be approved by the Division Manager.</p>	

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<p>Soliciting, Signature Gathering, Free Speech Areas, and Other Legally Protected Activities</p>	<p>Authority—Division Manager</p>
<p>Origination Date—09/26/2017</p>	<p>Revision Date— 03/15/2018—replaced ‘petitioner’ with ‘solicitor’; added definitions and clarifications; combined with existing policy on unauthorized petitioning/survey taking 10/25/2017 (edited title: added ‘and Legally Protected Activities’) 1/18/2019—Updated reference for staff political activity 2/20/2020—updated for safety; updated for clarification; updated to ensure available space for staff programming, library users, café and bookstore customers 2/25/2020—Passed Director of Leisure & Library Services; Passed City Attorney; Effective 2/25/2020</p>
<p>The Library permits individuals to use outdoor spaces on Library property to gather signatures, display hand-held signs, pass out fliers, and engage in other expressive activities protected by the First Amendment to the U.S. Constitution. These outdoor spaces are not considered meeting rooms and are not subject to the Library’s meeting room policies.</p> <p>The priority of the City of Sierra Vista and the Library is the safety and comfort of all visitors, staff, vendors, and volunteers who use the library, its outdoor spaces and services (Wi-Fi, book drops, exterior art, tables and benches), the café, and the book store.</p> <p>In order to maintain a safe environment for those using the library and ensure outdoor spaces are available for their intended use by library staff, visitors, program participants, and café and book store customers some of the outdoor spaces are not available for solicitation purposes.</p> <p>The library’s outdoor spaces may be used by the public for solicitation purposes if the following rules are adhered to:</p> <ul style="list-style-type: none"> • Solicitation does not occur on any parts of the stained concrete areas; • Solicitation does not occur within 15 feet of: <ul style="list-style-type: none"> ○ any bench, table or other area available for sitting; ○ any outdoor attractions or services such as entrances, walking paths, botanical features, outdoor book return stations, public transportation shelter, wall mural, bike rack, or stage; • Solicitation does not occur in any part of the parking lot; 	

- Solicitors may not call out to or approach Library patrons, staff, café or book store customers, or program participants as part of their solicitation efforts;
- Solicitors and their furniture or equipment must not hinder or block the entrances or approaches to the Library building or to any spaces or approach to spaces intended for outdoor use by library users and staff;
- Solicitors may not create potentially unsafe conditions to Library staff, patrons, or to the general public;
- Solicitors may not create an atmosphere likely to cause civil unrest;
- The Library will not provide supplies, furniture, equipment, or any other amenities to solicitors, nor will the Library store any items for any period of time;
- Solicitors may not use any part of the building, including walls, columns, and lights to exhibit posters, notes, or printed information;
- Solicitors may not use any kind of voice amplification device;

Library staff reserve the right to ask solicitors to leave regardless of where they are on library grounds if their activity causes a disturbance, hindrance, nuisance, or is otherwise disrupting the intent and purpose of library services, spaces, and programs.

Solicitation anywhere inside the library is prohibited regardless of the method of solicitation. This includes, but is not limited to, approaching others, allowing others to approach the solicitor, and leaving pamphlets/flyers/other material inside the library or lobby.

Selling, marketing and/or solicitation including but not limited to peddling or begging, petitions and/or conducting unauthorized surveys is prohibited within the library building and on Library grounds unless otherwise allowed by Library policy.

The presence of solicitors outside of the library building does not constitute staff endorsement of the policies, beliefs, activities, or political affiliations of any person or group.

To minimize disruptions to staff and patrons, the Library prohibits solicitation within the interior spaces and entry lobby of the Library building.

Solicitors are not required to let staff know when they plan to solicit or the purpose for which they are soliciting, but staff would appreciate the courtesy of being informed.

Distance from entrances is not mandated by state statute or city ordinance, but library staff reserve the right to prohibit solicitation and other activities in specific areas so that those areas may be available for their intended use in a safe and comfortable manner.

Soliciting for funds including begging, panhandling, fund raising, charitable requests, or commerce is not allowed on Library property.

Solicitors who fail to comply with these or any other city, county, or state laws, ordinances, or policies will be asked to leave the premises. Law enforcement will be contacted if any solicitor engages in what is believed to be unlawful behavior.

Solicitors are allowed on a first-come, first-served basis without regard to the content of their communication. Groups and individuals may not gather signatures, display hand-held signs, or pass out fliers, or engage in any type of solicitation activities in the interior areas of the library.

This policy does not apply to library staff, Friends of the Library or Little Library Bookstore groups, café staff and managers, library advisory groups, or City of Sierra Vista staff and/or delegates when acting in an official capacity for the Library or City to promote Library or City activities and issues.

The Director of Library & Leisure Services and the Division Manager reserve the right to make exceptions to this policy on a case by case basis.

Staff should be aware that it is a violation of city policy to sign or circulate any petition while on duty as per Personnel Rules and Regulations, Section 12, Political Activity.

Definitions:

Solicit/soliciting/solicitation—ask(ing) for or try(ing) to obtain something from someone or provide something to someone. This includes intangibles such as opinions or information.

Solicitor—any group or person who engages in solicitation activities.

Solicitation includes, but is not limited to, handing out or verbally providing information; asking for signatures; verbal or written surveys; asking for or offering money/goods/or services of any kind; leaving literature, fliers, posters or any other form informational printed material in public areas

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Surplus	Authority—Leisure Manager
Origination Date—09/26/2017	Revision Date—
Most items except general office supplies (paper, pens, markers, etc) should be disposed of using the City’s Property Disposal procedures as outlined in <i>Administrative Directive ADM-PRO-2011-029, Property Disposal</i> .	

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Time Entry/Leave Requests	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>Leave of Absence requests should be made in accordance with Personnel Rules and Regulations, Rule 9, Section 4: Requesting and Usage of Leave.</p> <p><u>Time entry</u></p> <p>It is the responsibility of each employee to record their working hours as instructed by a supervisor and/or Human Resources.</p> <p>If an employee has not appropriately recorded their hours by the deadline provided by supervisors and/or Human Resources, they will need to report to Human Resources at the first opportunity. Corrections may be reflected on the following pay period(s).</p> <p><u>Leave requests</u></p> <p>Employees should request leave at earliest possible time prior to the beginning of leave, except in cases of illness, injury, or unanticipated emergencies or events.</p> <p>Unanticipated leave should be recorded as soon as possible after returning to work.</p> <p>There is no guarantee that leave request(s) will be approved. The Division Manager may not approve all or some of a leave request.</p>	

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Use of Company Vehicles	Authority—Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>The city vehicle assigned to the library may be used by any city employee who is licensed to drive. The vehicle is on a first come, first served basis but out of town trips will take priority. If the library vehicle is unavailable staff may arrange with Leisure Services or City Hall to use a city pool car.</p> <p>Employees who use the library vehicle must record that the vehicle is in use. It is the duty of the person using the vehicle to make sure it is fueled. The vehicle can be fueled at the city yard. In cases of out of town travel, a city issued purchasing card may be used.</p> <p>Staff may not have any items in a city vehicle that they are not allowed to have on city property while on duty, such as alcohol, weapons, or other inappropriate material.</p> <p>It is the responsibility of staff using a city vehicle or their personal vehicle for work related business to read and follow the policies outlined in the Personnel Rules and Regulations, Rule 2, Section 19, Motor Vehicle Usage.</p> <p>See also: <i>Vehicle Accident Review Board, Administrative Directive ADM-CLERK-2011-032</i> (intranet) <i>Travel, Administrative Directive CMG-FIN-2012-069.001</i> (intranet) <i>Personnel Rules and Regulations, Rule 2 Section 19, Motor Vehicle Usage</i></p>	

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Section 3 Collection Development

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Purpose

The collection development policy is intended to provide guidance, within budgetary and space limitations, for the selection and evaluation of materials which anticipate and meet the needs of the community. It directly relates the collection to the Library's mission statement and defines the standards of collection development and maintenance.

Philosophy

In support of its mission "to provide free access to information and services for all members of the community," the Sierra Vista Public Library fully endorses the principles documented in the [Library Bill of Rights](#) and the American Library Association's [Statement of Censorship](#).

Inherent in the collection development philosophy is an appreciation for each customer of the Sierra Vista Public Library. The Library provides materials to support each individual's journey, and does not place a value on one customer's needs or preferences over another's. Within the confines of the law, the Library upholds the right of the individual to access information, even though the content may be controversial, unorthodox, or unacceptable to others.

Materials for children and teenagers are intended to broaden their vision, support recreational reading, encourage and facilitate reading skills, supplement their educational needs, stimulate and widen their interests, lead to recognition and appreciation of literature, and reflect the diversity of the community. The access and use of library spaces, services, programs, and material by children is ultimately the responsibility of parents, who guide and oversee their own children's development. The Sierra Vista Public Library does not intrude on that relationship.

Selection Responsibility

Though the overall responsibility for the collection rests with the Library's management staff, the responsibility for selecting and retaining materials is delegated to qualified and knowledgeable staff who employ the criteria outlined in this policy. The final responsibility for materials selection and retention resides with the Division Manager.

Customer Recommendations	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
Patrons may request items the Library does not own. Each request is reviewed for inclusion in the collection or for borrowing through Interlibrary Loan. Staff determine the best method for delivery of materials using the selection criteria.	

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Discarding Library Material	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The following criteria are used in selecting materials for withdrawal:</p> <ul style="list-style-type: none"> • Damage or poor condition • Number of copies in the collection • Relevance to the needs and interest of the community • Current demand and frequency of use • Accuracy and timeliness • Local interest • Availability elsewhere including other libraries and online • Deemed to be of an enduring nature <p>“Material” applies to print, audio, digital, downloadable, or any other format that may be included in the library’s collection.</p> <p>Replacement of withdrawn and/or discarded material is not automatic.</p> <p>Disposal of withdrawn items will be carried out in the manner most advantageous to the Library.</p>	

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Donations/Gifts	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Sierra Vista Public Library accepts donations for the library's collection that fall within needed subject categories as determined by the Division Manager and the collection development staff. Donated additions must meet the same selection criteria as purchased materials.</p> <p>The library will accept book and media donations for items in good or new condition to add to the collection, sell, or gift to another charity that supports literacy efforts. The library determines what items it will accept for donations. New or gently used books, DVD's, and magazines within six months of publication are accepted for donation. Under extraordinary circumstances, the staff may consider special collections that are older than six months. The library will not accept items in moldy, stained, dirty or otherwise unappealing condition and reserves the right to decline any donations that don't fit the criteria for collection development.</p> <p>Under no circumstances will Library staff guarantee that donated material of any type will be added to the collection or used in the manner requested by the donor. Donated items will not be returned to the donor.</p> <p>Once material is donated to the Library it is considered property of the Library. The Library retains the authority to accept or reject gifts. Library staff make all decisions as to the use, housing, and final deposition of donations.</p> <p>The Library does not evaluate or appraise gift materials for tax purposes.</p> <p>For full policy regarding donation of material see Acceptance of Gifts Grants and Bequests, Monetary and Material Donations</p>	

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Request for Reconsideration of Material	Authority— Leisure & Library Services Director
Origination Date—09/26/2017	Revision Date—
<p>Persons wishing to recommend the removal of a particular item in the library collection may submit a <i>Request for Reconsideration of Library Materials</i> form, which will be reviewed by the Division Manager and the staff in relation to the library's mission statement and the selection criteria of the collection development policy. After evaluating the material, a response will be provided by the Leisure & Library Services Director.</p>	

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Selection of Material	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Collection development staff use their training, knowledge and expertise along with the following general criteria to select materials for the collection:</p> <ul style="list-style-type: none"> • Relevance to interests and needs of the community • Extent of publicity, critical review and current or anticipated demand • Current or historical significance of the author or subject • Local significance of the author or subject • Relevance to the existing collection’s strengths and weaknesses • Reputation and qualifications of the author, publisher or producer, with preference generally given to titles vetted in the editing and publishing industry • Suitability of format to Library circulation and use • Date of publication • Price, availability, and Library materials budget <p>Self-published books must meet the criteria above.</p> <p>Books are not given special consideration for the sole reason that the author is local. All materials—whether gifts, donations, or purchases—will be considered using the criteria of the collection development policy.</p>	

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Section 4 Circulation

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The purpose of circulation policies and procedures is to provide basic standards of operation which ensure a consistent level of service to all members of the community.

While recognizing the importance of policies and procedures to provide direction, the philosophy of the staff of the Sierra Vista Public Library is that excellent customer service is of higher value than strict adherence to policy and procedure.

Staff recognize that there may be special circumstances when policy or procedure may conflict with our goal of exceptional customer service. In such cases every effort will be made by staff and management to accommodate those special circumstances.

For detailed circulation procedures, refer to the Standard Operating Procedures manual.

Applying for A Library Card	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>A library card will be issued to anyone who meets the criteria provided in the Standard Operating Procedure manual.</p> <p>Children under the age of 14 may have a card with permission from a guardian or responsible adult.</p> <p>Library services and cards may be provided to individuals with special circumstances on a case-by-case basis.</p> <p>The first library card is free. Replacement cards may be purchased so long as the applicant’s account is in good standing.</p> <p>The Division Manager determines replacement fees and may waive fees on a case-by-case basis.</p>	

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Billing Patrons	Authority—Division Manager
Origination Date—09/30/2021	Revision Date—
<p>Patrons must pay for copies, printing, and/or any services or items the library sells before the services or items are provided.</p> <p>Billing patron accounts for future payment is not permitted as doing so constitutes a loan which is not permitted by the City of Sierra Vista.</p> <p>This policy does not apply to billing for overdue fines or lost/damaged material.</p>	

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Circulation of Material—holds, renewals, lending periods, borrowing limits	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Division Manager sets the following limits: holds, including how many requests can be placed and for how long material will be held; renewals, including length of renewal and how many times items can be renewed; lending periods of material; borrowing limits, including how many items patrons can check out.</p> <p>The Division Manager will set the limits in a manner that best serves the community as a whole.</p> <p>The Division Manager and designated staff have the authority to over-ride limits on a case-by-case basis.</p>	

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Employee/Relative Transactions	Authority—Division Manager
Origination Date—09/21/2021	Revision Date—
<p>Per Administrative Policy CMG-FIN-2011-056, No City employee may process a transaction on their personal or relative's, account(s). Another City employee must process the transaction.</p> <p>A Relative is defined as spouse, mother, father, brother, sister, grandmother, grandfather, grandson, granddaughter and in-laws of the same.</p>	

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Lost and Damaged Material	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 8/27/2021— Included period for holding damaged material
<p>If material is returned damaged or has been lost staff will assess appropriate fees or replacement costs.</p> <p>If damaged material needs to be replaced, the patron may elect to keep the damaged material once they have paid for it. Materials borrowed from libraries outside the county system will be returned to the lending library.</p> <p>If after two weeks a patron has not responded to a request to pay for damaged material, the item will be discarded. Any fines/fees will remain on the account until paid.</p> <p>Exchanges for lost or damaged items is at the discretion of the Division Manager.</p>	

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Managing the Library Patron's Account	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Any approved and trained library employee may access and edit a patron's account. Authority to access patron accounts is given by the Division Manager.</p> <p>Volunteers should not be given access to patron accounts or information.</p>	

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Payment of Fees/Fines	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Partial payments are not accepted for any fees or charges on a patron's account.</p> <p>Library staff reserve the right to refuse any payment due to (but not limited to) condition of bills or coins, illegible checks/money orders, insufficient change available for large bills, and/or history of insufficient funds.</p>	

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Privacy and Confidentiality	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Library will collect no personal information about patrons who visit the library’s website or register for a program or a library card unless they choose to provide that information, and as needed to enhance the user’s library experience. Any information a patron chooses to provide will only be used to provide or improve library services.</p> <p>Staff and volunteers will not share information about what a patron has sought or received, materials consulted, borrowed, or acquired including database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.</p> <p>The Library secures library account information by placing it on the secure portion of the Library’s website. That is why customers have to enter a unique Username and Password each time they want to access their account information.</p> <p>Requests by law enforcement personnel to access patron information will be directed to the Division Manager, Leisure & Library Services Director, City Clerk, or City Attorney.</p> <p>See full Privacy/Confidentiality policy</p>	

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Section 5 Computer Use

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The purpose of this policy is to guide staff and patrons on the use **by patrons** of the library of city-owned and controlled computers and internet services.

Staff, volunteers, and other individuals working for or on behalf of the City of Sierra Vista and any of its departments, divisions, programs or projects must comply with the policies and procedures set forth by the City's Administrative Directive ADM-IT-2019-93, Computer and Network.

Downloading Programs and Software	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 10/14/2019—changed ‘programs’ to ‘software’ for clarification and consistency
<p>Only computer components and software owned and installed by the Sierra Vista Public Library and/or City of Sierra Vista may be used on Library/City computers. ADDING, DELETING OR MODIFYING installed hardware or software is not permitted and in some cases may be illegal.</p> <p>Personal files must be saved on a USB drive or through cloud computing.</p> <p>It is illegal to copy software programs protected by copyright laws.</p> <p>Because many users with varying degrees of skills use the computers, it is inevitable that there will be some equipment or software failure. The library is not responsible for any damage or loss of data arising from the use or misuse of equipment, software, or other library materials.</p> <p>Intentionally damaging software or equipment will result in loss of computer privileges and may lead to prosecution.</p>	

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Food and Drink	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Food and drink are not allowed at any public computers, printing stations, or around any other Library equipment.</p> <p>Water bottles and baby bottles are allowed but Library staff reserve the right to ask any patron to remove any foods or liquids from any area of the library if the use is determined to be a detriment to the collection or any equipment, furniture, flooring, or in any other way creates hazards or unsanitary conditions in the library.</p> <p>For complete Food and Drink policy see Patron Code of Conduct/Food and Drink</p>	

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Headphones	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
Headphones are required if audio is being used at any volume.	
Patrons may bring their own headphones or purchase headphones from the Library.	

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Internet Safety	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 10/14/2019—removed ‘With written permission of a parent or legal guardian, access will also be granted to patrons or visitors who are 17 years old or younger’ due to redundancy; changed ‘temporary pass’ to ‘internet use only card.’
<p>The Sierra Vista Public Library provides access to the Internet via public access computers and wireless service. Access to the Internet is provided as an integral part of the Library’s research, education, and information services, and the Library upholds and affirms the right of adults to have access to constitutionally protected materials. All customers are expected to use the Internet in a manner consistent with these purposes and with respect and consideration of other library users. The access and use of library spaces, services, programs, and material by children is ultimately the responsibility of parents, who guide and oversee their own children's development. The Sierra Vista Public Library does not intrude on that relationship.</p> <p>The City supports the application of Internet filters in accordance with state and federal laws. Per ARS 34-502, the Sierra Vista Public Library will provide Internet filters to both its wireless system as well as its public computers that are designed to prevent minors from gaining access to visual depictions of child pornography, material that is harmful to minors, or obscene, and that prevent anyone from gaining access to visual depictions of child pornography or that are obscene.</p> <p>The Sierra Vista Public Library provides internet access to all patrons, regardless of their membership status with the library. Library cards will have one of two designations: internet access granted, and internet access denied. All card holders and visitors that are 18 years or older will be automatically designated as having internet access granted, either through their library card or via an internet use only card. No patron under age 18 will be granted access to the library’s public computers without parent or guardian permission.</p> <p>The library is not responsible for policing access to the wireless internet system, as it is open to anyone with a wireless device.</p> <p>Patrons may request that a website blocked by the Library’s filters be unblocked by following the procedure as specified by the Director of Leisure & Library Services, provided said site(s) do not violate state or federal laws. The Director will develop and enforce these procedures, which will be posted in a conspicuous location within the library and may be viewed by the public at any time.</p> <p>The Sierra Vista Public Library cannot control the resources on the Internet even through the use of filtering software. No Internet filter is 100% effective. A filter may still allow</p>	

information that is objectionable or potentially offensive to children to be accessed. The Director of Leisure and Library Services will develop a complaint procedure and will periodically review the effectiveness of the filtering software with the City's technical staff.

In accordance with [ARS 34-502](#), this policy will be reviewed by the Sierra Vista City Council every three years.

Blocked Websites/Reconsideration of Access to a Website

Due to the Children's Internet Protection Act, the Library is required to have filtering software on all computers and wireless internet access services.

Occasionally websites to which patrons should have access are blocked by the software.

In such cases, affected patrons may fill out a Reconsideration of Access to a Website form. Staff will review the website and may unblock it permanently or temporarily as need dictates.

In many cases, attempts to access a website through an advertisement may be blocked, but not the website itself. In such cases, any staff can assist patrons in accessing the website.

Unauthorized access including "hacking" and other unlawful activities

Only computer components and software owned and installed by the Sierra Vista Public Library and/or City of Sierra Vista may be used on Library/City computers. **ADDING, DELETING OR MODIFYING** installed hardware or software is not permitted and in some cases may be illegal.

It is illegal to copy software programs protected by copyright laws.

See Policy: [Downloading Programs and Software](#)

Unauthorized disclosure, use, and dissemination of personal information

The Library will collect no personal information about patrons who visit the library's website or register for a program or a library card unless they choose to provide that information, and as needed to enhance the user's library experience. Any information a patron chooses to provide will only be used to provide or improve library services.

Staff and volunteers will not share information about what a patron has sought or received, materials consulted, borrowed, or acquired including database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

See [Policy : Privacy and Confidentiality](#)

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Section 6 Emergency Situations

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The safety of the staff, customers, and facility are a priority for staff of the Sierra Vista Library.

Staff should follow the Emergency Evacuation Plan and their training when possible, but the safety of staff is a priority and staff should never attempt any emergency measures they are not comfortable performing or cannot perform properly.

General Emergency Information	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 7/8/2019—revised to prohibit staff from giving rides to or escorting any patrons (previously applied to minors)
<p>The Leisure & Library Services Director may close the Sierra Vista Public Library when, in his or her best judgment, conditions are such that they pose a safety risk or danger to staff and patrons. The Division Manager will alert the Leisure & Library Services Director when conditions warrant closure.</p> <p>Library staff will take reasonable steps to ensure that children under the age of 16 years have safe passage home. If staff are unable to reach a responsible party for a child under the age of 16 staff will contact the police.</p> <p>Library staff are not permitted to transport or escort patrons away from library facilities or property unless failure to do so could result in immediate harm to the patron (such as in cases of fire, active shooter scenarios, etc).</p> <p>Emergency kits, including basic first aid supplies, flashlights, hazard gloves and masks, and battery-operated radios will be maintained at various pre-designated areas throughout the library. Kits will be inspected periodically to ensure that they are ready for emergency situations.</p> <p>Opening and Closing Procedures—Responsibility for the Building</p> <ul style="list-style-type: none"> • In the absence of the Division Manager, the following persons are responsible for the building: Librarian(s) on duty, Circulation Coordinator on duty, Full-time staff on duty. <p>Fire Alarms and Extinguishers</p> <ul style="list-style-type: none"> • Fire extinguishers will be serviced by Sierra Vista Fire Department personnel annually according to the date on each tag. <p>Calling the Police</p> <ul style="list-style-type: none"> • In general, staff should report problems to their supervisor. Any staff may call 911 in an emergency. • Reasons to call police emergency or non-emergency numbers include: <ul style="list-style-type: none"> ○ Vandalism ○ Graffiti ○ Using a weapon or using an ordinary object in a dangerous or threatening way ○ Sexual solicitation ○ Sexual exposure 	

- Inappropriate touching of self or another
- Public intoxication

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Section 7 Information Services

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The central objective of Information Services is to anticipate and respond to patrons' information needs. Success is measured by the degree to which patrons' needs and expectations are satisfied, thereby making Information Services patron-centered in its philosophy and practice.

Staff respond to all requests regardless of patrons' age, status, circumstances, or the nature of their inquiry. All requests are handled professionally and receive the appropriate time, attention, treatment, and use of and introduction to information resources.

Staff will respect the confidentiality and privacy of all patrons.

Staff will provide information without making a judgment on its moral or aesthetic worth.

Staff will take the needs of every person seriously and treat them with respect.

Staff will not allow personal opinions or beliefs to influence the quality of service provided.

Staff will not offer personal opinions to patrons, especially on social issues, politics, religion, etc while on duty.

Patrons can access Information Services by a variety of methods and receive similar service from staff regardless of the way they contact the library. Any variances or other exceptions will be clearly explained to patrons.

Staff facilitate the development of self-reliant users by developing online content and providing instruction on the use of library materials and services.

Circulation of Reference Materials	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
Reference material is intended to be used in the Library. Items may be checked out with the consent of the Division Manager.	

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Legal Information Requests	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>It is illegal for staff or volunteers to provide legal information or help. This includes, but is not limited to, interpretation of legal documents; offering legal advice or opinions; tax advice including what forms a patron should fill out; recommendations of attorneys or other legal services.</p> <p>Staff may provide resources that individuals can use to research their own legal issues, such as providing links to the departments of revenue, legal aid services, online forms, etc.</p>	

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Proctoring Exams	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Proctoring services are provided when staff are available to meet this need.</p> <p>Students are responsible for monitoring their time and ethics. Staff will not monitor the testing nor will they sign any documents stating the test was monitored.</p> <p>Students are responsible for arranging tests to be sent to the library, arranging proctoring time, and returning the test(s) to their institution.</p>	

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Reference Referrals	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>While in-depth research falls outside the Library’s mission, staff providing Information Services will suggest appropriate library resources and offer instruction on the use of those resources.</p> <p>Staff will refer to outside resources when information needs are beyond what the Library can provide.</p> <p>Requests will be managed at the librarian’s discretion with regard to urgency, complexity, and availability of staff resources.</p> <p>When situations occur that are not specifically addressed in this document, staff should use their best public service skills to accomplish a satisfactory outcome.</p>	

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Section 8 Meeting and Study Room Use

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The library provides space for non-profit and community groups and individuals to meet. All meetings, programs, exhibits, and/or activities must be open to attendees at no cost.

The presence of any organization or group in the Library building or on Library grounds does not constitute the Library's endorsement of the organizations' or groups' beliefs or affiliations.

Meeting and Study Room Use/Purpose	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 02/05/2018—study room reservations 10/14/2019—added ‘Meeting and Study Room’ to policy name 12/04/2019—edited to include patio space
<p><u>All Reservable Spaces</u></p> <p>Any misuse of reservable spaces may result in loss of Library privileges, requests to leave the room or the Library, and/or may be referred to the police.</p> <p>The Library and City have priority use of reservable spaces. The Library reserves the right to displace anyone who has reserved space. In such cases library staff will work with individuals or groups to provide them with alternate accommodations.</p> <p>Beyond what is necessary to communicate the location of an event, any use without prior approval by city staff of the City or Department name, brand, and/or logos to promote an event is strictly prohibited and may result in loss of reservable space privileges.</p> <p>The Library reserves the right to deny use of the reservable spaces to any otherwise eligible group or individual due to previous misuse such as failure to use space during reserved times and/or failure to cancel unneeded reservations; failure to leave the space in an acceptable condition; misuse of or damage to space or equipment; failure to vacate the space when reserved time is up, and/or or failure to comply with any of the library’s policies.</p> <p>The Library also reserves the right to deny use of reservable spaces to any otherwise eligible group or individual whose presence or activities have an increased risk of creating an unstable or unsafe environment to include but not limited to: the structural safety of the building; damage, misuse or loss of equipment, furniture, flooring, doors, and walls; civil disorder; disruptive activity or behavior that interferes with the ordinary use and operation of the Library.</p> <p><u>Meeting/Conference Rooms, Patio/Stage</u></p> <ul style="list-style-type: none"> • Reservation requests are made through library staff and may be made no more than 3 months in advance. • There is a maximum of two (2) reservations per 30-day period per customer or group at any time. • Each reservation is subject to approval by library staff. • Reservation requests must include the reserver’s name, phone number and/or email address, and the name of the group or organization. • Unless prior arrangements have been made with library management, the rooms are available during the Library’s public service hours only. 	

- After business hours, the Patio/Stage can be rented for a FEE for parties with Division Manager approval.

The Meeting Room and Conference Room are available for any non-profit group to use as long as their program, meeting, event is open to attendees at no cost.

Reservations are not required but are generally needed to ensure availability.

Activities which violate federal, state, and local law or ordinances or which violate Library Policy are prohibited.

If staff are unsure whether a group or activity is allowed in the reservable spaces, they should consult with the Division Manager or staff who are designated to oversee reservable space use.

Unless prior arrangements have been made with library management, the rooms are available during the library's public service hours only.

Study Rooms

- Reservations are the responsibility of the individual and can be made at sierravistalibrary.skedda.com.
- Reservations may be made no more than 48 hours in advance.
- Reservations can be made in 15-minute increments.
- There is a maximum of three (3) hours total per day per customer or group at any time.
- If an activity requires more than three hours, longer increments may be granted by library staff.
- The Library reserves the right to cancel a booking if reserver has not checked in within 20 minutes.

Study Rooms are available on a reservation-only basis for three hours per day. If an activity requires more than three hours, longer increments may be granted by library staff.

Any individual or small group of four or fewer people may use the study rooms to study; work on group projects; tutor as long as the tutoring is provided at no cost; conduct private meetings or business as long as there is no cost or fees associated with the meeting or business (for example, an attorney cannot use the room to prepare a case with a paying client, but may use the room for a pro bono client).

The study rooms are intended to be used by individuals or small groups on productive activities that require a quiet or private atmosphere. Other uses are discouraged and may result in being asked to leave a room or being denied use of a room.

Activities which violate federal, state, and local law or ordinances or which violate Library Policy are prohibited.

If staff is unsure whether use of a room is appropriate, they should check with a supervisor or the Division Manager.

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Section 9 Mobile Makerspace

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The Sierra Vista Public Library Mobile Makerspace is specifically designed and reserved for patrons attending library sponsored Mobile Makerspace programs or during pre-booked times. The Mobile Makerspace provides resources for patrons to explore a wide variety of creative technology, techniques, and equipment along with regular and special programs targeting the needs of specific age groups.

Mobile Makerspace Use Policy	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p><u>Requirements & Guidelines</u></p> <ul style="list-style-type: none"> • The Mobile Makerspace is only available during designated hours while staffed. • Adult patrons and children under 10 are restricted from use of the Mobile Makerspace unless it is approved by Mobile Makerspace staff or the Division Manager. • All makers must complete a usage agreement. Additional training may be required. • All makers must be valid Sierra Vista Public Library cardholders in good standing to use Mobile Makerspace equipment. • The workspace must be returned to order before the maker leaves the Mobile Makerspace; all tools and items must be returned to their designated area in clean, undamaged condition. • Sierra Vista Public Library does not accept responsibility if a project is destroyed, does not print correctly, or does not work. The library is not responsible for equipment or files left behind. • Projects may be subject to approval by staff prior to use of machinery. Machinery will be run by staff or certified makers. The library reserves the right to halt, delete, or disallow the creation of items that violate library policy, including the creation of weapons, pornography, adult items, or illegal items. • All users assume responsibility for complying with applicable copyright laws. • Covered drinks are welcome in the Mobile Makerspace. Food is not permitted. • If users have a reservation to use a certain machine at Sierra Vista Public Library, staff will make an effort to contact the patron before he/she comes in to use it if the machine is out of order. This courtesy cannot be guaranteed. • The library’s Patron Code of Conduct and Internet Use Policy apply to the Mobile Makerspace. • The library may suspend access to the Mobile Makerspace for persons who fail to follow the library’s established behavior and usage guidelines. <p><u>Costs for Use</u></p> <ul style="list-style-type: none"> • Use of the Mobile Makerspace is generally free. However, the use of some equipment and materials may be subject to a fee. The library reserves the right to change or increase fees as needed. • Some machines require the maker to bring in his/her own materials for use. To reduce risk of damage to equipment or harm to users within the Makerspace, staff must approve all user-supplied materials before they are used on equipment . Library staff reserve the right to disapprove certain materials, tools, etc., at their discretion. The library supplies materials for the 3D printers with a fee for usage. 	

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Section 10 Patron Code of Conduct

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Users may not engage in disruptive activity or behavior that interferes with the ordinary use and operation of the Library.

Users may not interfere with an employee's performance of his/her duties. Such behavior includes, but is not limited to:

- Verbal abuse
- Intimidation
- Sexual harassment
- Harassment based on:
 - Race
 - Religion
 - Ethnic background
 - Gender
 - Sexual orientation

Animals, Non-service	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p><u>Animals Inside the Building</u></p> <p>Well behaved nonservice dogs are permitted in the library.</p> <p>Other animals may be allowed on a case-by-case basis at the discretion of the Division Manager. For example, animals used in programs or for teaching opportunities.</p> <p>Staff reserve the right to ask that any animal, including service animals, be removed if they are creating an unacceptable nuisance and no effort is made by the handler to control them, if they are not housebroken, or if there is a legitimate safety concern.</p> <p><u>Animals Left in Vehicles</u></p> <p>Arizona law prohibits animals from being left in vehicles if by “...intentionally, knowingly or recklessly leav[ing] an animal unattended and confined in a motor vehicle ... physical injury to or death of the animal is likely to result.” ARS 13-2910</p> <p>Staff who become aware of any animal left in a vehicle and/or tied or confined anywhere on Library grounds that is believed to be, in the staff’s best judgment, endangered in any way should immediately call 911 and notify their immediate supervisor. Staff should err on the side of caution when determining potential harm to the animal(s).</p> <p>See Also: Service and Therapy Animals</p>	

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Appearance/Odor	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Patrons shall not enter the building without appropriate clothing including a shirt and shoes. Patrons whose body or belongings exude an odor—regardless of the cause of the odor—so offensive as to constitute a nuisance to other customers or library staff may be required to leave the building.</p>	

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Breast Feeding	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Breastfeeding is a right afforded to nursing mothers by Arizona State Statute.</p> <p>Staff may not make any requests to a nursing mother regarding breastfeeding to include location and/or exposure.</p> <p><u>ARS 41-1443</u>. <i>A mother is entitled to breast-feed in any area of a public place or a place of public accommodation where the mother is otherwise lawfully present.</i></p> <p><u>ARS 13-1402</u>. <i>Indecent exposure does not include an act of breast-feeding by a mother.</i></p>	

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Cell Phone Use	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Cell phone use in the library is discouraged.</p> <p>In such cases when cell phone usage is unavoidable, the following guidelines will minimize distractions to other patrons:</p> <ul style="list-style-type: none"> • Phone should be placed on vibrate or silenced when in the library; • Calls should be brief, quiet conversations; • Phone use is prohibited in ‘quiet’ areas of the library (ie: lounges, computer stations, in the ‘stacks’); • Phones should not be used at public service desks or during library programs; • Calls should be made and taken outside the building, in a study room with a closed door, or quietly in the lobby whenever possible. <p>Library patrons with cell phone usage that violates the behavior policy on disturbances, creating a disturbance by making noise, talking loudly or engaging in other disruptive conduct will be asked to leave the building and may lose all or some of their Library privileges.</p>	

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Defacing/Destruction of Library Property	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Users may not intentionally vandalize, deface, damage, mar, or destroy Library furnishings and furniture; computers, copiers, printers and their components; walls, flooring, or any structural aspect of the building; books, magazines, newspapers, recordings, or other items of the Library collection.</p> <p>If any of the above are <u>found to have happened</u>, staff will immediately notify their supervisor.</p> <p>If staff <u>witness any of the above happening</u>, they should first call 911 if appropriate and then notify their immediate supervisor. Safety of staff, volunteers, and library users is of primary concern and staff should use their best judgment when deciding to approach any person engaged in any of the above behaviors.</p> <p>Any violation of this policy may result in loss of privileges, being trespassed from premises, and/or criminal charges.</p>	

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Firearms/Weapons	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Firearms are not prohibited by library policy in the library or on library property.</p> <p>Any violations of federal, state, or local law or ordinance regarding firearms should be considered an emergency situation which threatens the safety of people and the facility and staff should call 911.</p>	

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Food and Drink	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>It is the policy of the Library to maintain an environment appropriate for the protection of library materials and conducive to patron comfort.</p> <p>We ask that patrons adhere to the following:</p> <ul style="list-style-type: none"> • Single serving, dry snacks and covered beverages are permitted in most areas (exceptions: no food items or beverages are allowed at public access computer stations, printers, copiers, other electronic equipment). Greasy, messy, liquid-based, or strong-smelling foods such as fast-food and pizza are not permitted in the library. • Food deliveries are not permitted. • Properly dispose of all food and trash. • Clean up any spills or messes right away. Library staff should assist as needed. <p>The Library reserves the right to ask any patron to remove food and/or beverages from the library if in the judgment of the staff it constitutes a violation of this policy. In addition, failure to comply with posted restrictions or staff instructions regarding the consumption of food and beverages constitutes a violation of the Library's Code of Conduct and may result in loss of privileges and/or requests to leave the Library.</p> <p>Food and beverages purchased in, or provided by, the library may be brought into the library unless they violate the food and drink policy.</p> <p>Exceptions may be made for special events or for groups who use the meeting rooms.</p>	

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Illegal Activities/Substances	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Library users shall not engage in any illegal activity while in the library building or on library grounds.</p> <p>Staff will report any violations of these laws to law enforcement. Violating this section of the policy may result in loss of privileges, being trespassed from premises, and/or criminal charges.</p>	

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Intimidating/Threatening/Rude/Disorderly/Disturbing Behaviors	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—08/19/2021—revised to include ‘intentionally’
<p>Patrons shall not intentionally assault, harass or annoy others in the library.</p> <p>This includes, but is not limited to:</p> <ul style="list-style-type: none"> • accessing or viewing material that is normally considered to be offensive or obscene in a way that library visitors and staff might be able to view or hear it • noisy or boisterous activities • staring at another person with the intent to annoy that person • following another person about the building with the intent to annoy that person • playing audio equipment so that others can hear it • singing or talking loudly to others or in monologues • using profanity • displaying print or nonprint materials to others without their permission with the intent to shock, repulse, or otherwise solicit a response • photographing, filming, or recording other patrons without their consent with the intent to annoy, embarrass, harass, disrupt, or otherwise cause harm to that person • unhygienic behavior such as spitting, clipping nails • use of restrooms for bathing, shaving, washing hair • behaving in a manner that can be reasonably expected to disturb others <p>Staff witnessing any violations of this policy should assess their ability to, and the likelihood of, resolving the situation and should take the appropriate steps which may be speaking with the individual(s) involved, speaking with a supervisor, asking security to intervene, or contacting the police. In no case should staff confront individual(s) in a manner that escalates a situation or causes embarrassment or humiliation.</p> <p>Persons violating this policy may be asked to leave the Library. Additionally, they may lose privileges and/or be legally trespassed from the facility.</p> <p>In cases where violation of these policies violates federal, state, or local law or ordinances staff will notify an immediate supervisor and the police will be contacted.</p>	

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Patron Use of Staff Phones	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Staff may allow patrons to use Library phones on a case-by-case basis. Staff should use their best judgment regarding use of Library phones by patrons.</p> <p>Use of Library phones should be limited to arranging for rides and conducting library business (e.g. calling a family member to ask about a book).</p> <p>Under no circumstances should Library phones be used by patrons for ordering food or conducting personal business not related to their library use (eg. calling their credit card company or inquiring about a job).</p>	

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Personal Belongings	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Users are responsible for their personal property at all times and should never leave personal belongings unattended. The Library is not liable for loss or damage to personal property.</p> <p>Bicycling, rollerblading, skateboarding and skating are not permitted in or on the Library building. Wheeled vehicles other than strollers and those used by persons with disabilities are not permitted in the Library unless they can be carried as personal property. Bicycles, motorized carts, and other large wheeled vehicles must be parked outside in authorized areas and not at library entrances.</p> <p>Any item that interferes with the use of the library as it is intended to be used, impedes access to any areas, services, programs, or collections, creates a safety hazard, and/or increases the potential for damage to the facility or its contents beyond normal use is prohibited in the library unless prior approval has been granted by the Division Manager or supervisory level staff.</p>	

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Refusal to Leave Upon Request	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Users are required to leave the Library at closing, during emergency situations and evacuations, and whenever requested to leave by Library staff or public safety personnel.</p> <p>Failure to leave the library upon request may result in loss of privileges and/or legal action.</p> <p>In the event a patron refuses to leave the building when asked, staff should let security and/or their supervisor know. If a supervisor is unavailable, staff should call for police assistance. Staff should not escalate a confrontational situation with the patron.</p>	

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Sleeping	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Sleeping, placing head on table for prolonged periods of time, congregating on library premises in a manner which obstructs access or interferes with use of the library facility or services or where such activity may result in an unsafe or intimidating environment, or otherwise not using the library for intended purposes are not permitted.</p> <p>Staff should be aware that medical conditions could be the cause of any inappropriate behavior and should always approach patrons with respect and concern.</p> <p>Patrons who are, or appear to be, sleeping should be courteously and regularly checked to see if medical assistance is required.</p>	

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Smoking/Vaping	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Smoking and vaping are prohibited in the Library.</p> <p>Staff may request that patrons leave the premises if they are smoking or vaping.</p> <p>In case of refusal to comply, staff should notify security and/or their supervisor who may take further action, such as revoking library privileges or calling law enforcement.</p>	

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Unattended Children/Vulnerable Adult	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 7/8/2019—revised to prohibit staff from giving rides to or escorting any patrons (previously applied to minors and vulnerable adults)
<p>The Library encourages children and vulnerable adults to use its facilities and services. While the Library is concerned for the safety of children and vulnerable adults in and around the library facility, the Library does not act in loco parentis (in place of parents). A parent, legal guardian, teacher, custodian or caregiver is responsible for monitoring the activities and managing the behavior of children or vulnerable adults during their library visits. Library employees have many duties and do not serve as a substitute for daycare or babysitting. Staff does not monitor the arrival or departure of any child or vulnerable adult from a program or the building. The Library is not responsible for any consequences of parents, legal guardians, teachers, custodians or caregivers not fulfilling their responsibilities nor is the Library responsible for the actions or safety of minors or vulnerable adults.</p> <p>The Library is a public building, open to all. Therefore, children and vulnerable adults may be at risk when they are left unattended. There are many factors that could place them in danger.</p> <p>Children and vulnerable adults could be approached by or tempted to leave with an unscrupulous stranger. They could become frightened, anxious, or ill; could have no place to go in the event of an unexpected closing; or could encounter hazards such as electrical equipment or moving vehicles. Additionally, they usually lack the necessary maturity to handle emergency situations such as severe weather, fire, or civil disturbance.</p> <p>The Library will adhere to the following guidelines concerning the care and behavior of children and vulnerable adults.</p> <ul style="list-style-type: none"> • Children and vulnerable adults 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. • Children and vulnerable adults who can understand and follow the Patron Code of Conduct Policy and who can care for themselves are allowed to be in the library unattended. They should have contact information for someone who can assist them in an emergency. • Library staff will attempt to contact a parent, legal guardian, custodian or caregiver when: <ul style="list-style-type: none"> • the health or safety of an unattended child or vulnerable adult is in question; • a child or vulnerable adult is frightened while alone at the library; • the behavior of an unattended child or vulnerable adult disturbs other library customers; • an unattended child or vulnerable adult has not been met by a parent, legal guardian, custodian or responsible caregiver 30 minutes prior to closing time; 	

- an unattended child or vulnerable adult requires or asks for staff help beyond normal assistance with library services.

If a parent, legal guardian, custodian or caregiver cannot be reached, Library staff will contact law enforcement officials to take charge of the situation involving the unattended child or vulnerable adult.

Library staff are not permitted to transport or escort patrons away from library facilities or property unless failure to do so could result in immediate harm to the child or vulnerable adult (such as in cases of fire, active shooter scenarios, etc).

Parents, legal guardians, custodians, caregivers, children and vulnerable adults who are in violation of this policy or the Patron Code of Conduct policy are subject to suspension of library privileges. In addition, they may be in violation of federal, state, and/or local laws or ordinances.

Definition: A child or vulnerable adult is defined as anyone who should not be left alone in the library or is unable to reasonably care for himself/herself in an emergency situation. This includes adults who are mentally or physically challenged and who need staff help beyond assistance with normal library services and are not under the direct supervision of a parent, legal guardian or custodian. Additionally, an individual is considered a vulnerable adult when he/she is not picked up 30 minutes prior to closing time and needs assistance procuring transportation.

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Unauthorized Areas of the Building	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
Patrons and other visitors may not enter nonpublic areas of the library at any time or enter or remain in the library during times when it is closed to the public unless granted permission by library staff.	

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Section 11 Security

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The City of Sierra Vista/Sierra Vista Public Library contracts with an independent service for part-time library security.

The duty hours are determined by the Division Manager based on the needs of the library and are reviewed regularly.

The duties are determined by the Division Manager and/or Director of Leisure and Library Services and administered by the security company staff.

The security guard is not intended to respond to emergency situations that would otherwise require emergency police response.

Security Guard Duties	Authority—Division Manager
Origination Date—08/26/2021	Revision Date—
<p>The security staff contracted by the Sierra Vista Public Library will provide unarmed security based on a schedule determined by library management.</p> <p>The main duties are to ensure the library entrances are secure and assist staff in enforcing library policy.</p> <p>The presence of a security guard does not excuse staff from addressing issues if staff involvement is in the best interest of the library functions, facility, and customers.</p> <p>The security staff will provide written reports of activity to library management.</p> <p>Staff will continue to monitor and record policy violations and other issues independent of the security staff.</p>	

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Section 12 Staff Code of Conduct

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The basic tenets of appropriate staff behavior are to:

- always act in a way that furthers the [Mission](#) and [Vision](#) of the Library
- be courteous, honest, and fair when dealing with others and when making decisions that impact others;
- treat all people fairly, irrespective of gender, sexual orientation, race, disability, religion, marital status, age, political conviction or other attributes
- act in ways that support the reputation of staff, patrons, volunteers, and the City of Sierra Vista
- protect the privacy of others and maintain appropriate confidentiality regarding personal matters, and to
- avoid behavior which may constitute harassment, discrimination, bullying or intimidation.

Employees who fail to maintain proper standards of conduct toward their work, their co-workers or the City's customers, or who violate any of the Library's or City's policies, are subject to appropriate disciplinary action, up to and including discharge.

Absence and Tardiness	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Punctual and regular attendance is an essential function of each employee’s job at the Library. Any tardiness or absence causes problems for fellow employees and management staff. When an employee is absent, his or her work usually must be performed by others.</p> <p>Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees also are expected to remain at work for their entire work schedule, except for break periods, when required to leave on authorized Library business, or in the event of illness, injury, or unforeseen emergency.</p> <p>Late arrival, early departure, or other absences from scheduled hours are disruptive and must be avoided.</p> <p>In all cases of absence or tardiness, employees must provide their supervisor with an honest reason or explanation. Documentation from medical representatives regarding the reason for the absence may be requested.</p> <p>Employees also must inform their manager of the expected duration of any absence. Unless there are extenuating circumstances, an employee must call no later than 30 minutes prior to his or her regular starting time on any day on which the employee is scheduled to work and will not report to work.</p> <p>Excessive absenteeism may be grounds for discipline up to and including termination of employment. Generally, any unpaid absence not protected by law will be considered excessive.</p> <p>Each situation of excessive absenteeism or tardiness will be evaluated on a case-by-case basis.</p> <p>Any employee who fails to report to work without notification to his or her supervisor for a period of three days or more may be terminated unless this absence is protected by law.</p> <p>A careful record of absenteeism and tardiness is kept by the employee's supervisor and becomes part of the personnel record.</p> <p>Reference: Personnel Rules and Regulations, Time and Attendance, Rule 8, Section 1—3</p>	

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Appearance	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>When on duty, all staff must dress appropriately as outlined in the Personnel Rules and Regulations, Rule 2, Section 16, Dress and Appearance.</p> <p>In addition to the policy set by the City, open-toed shoes or other footwear that may contribute to, or increase the potential for or severity of, an accident or injury may not be worn by staff or volunteers. This includes but is not limited to footwear worn while shelving, operating book carts, moving office furniture, or engaging in other activities that pose an increased risk of injury.</p>	

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Attitude	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Library Staff are expected to treat all customers, co-workers, and volunteers with respect, courtesy, and a helpful attitude at all times when representing the city whether on duty or off.</p> <p>Staff should be aware of the standards of conduct presented in the Personnel Rules and Regulations, Rule 2, Section 1, Code of Conduct.</p> <p>As per City policy, instances of misconduct may be reported to the Human Resources Division.</p>	

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Breaks/Use of Break Room	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>As per City policy, Rule 8, Section 7:</p> <p><i>The City recognizes the need for breaks during the work day; however, there may be times where breaks are not able to be given. Breaks are limited to fifteen (15) minutes and may be given for each four (4) hours of work time. Breaks are not allowed to be taken at the beginning or end of the shift, added to the meal period, accumulated for other purposes, or as a means of leaving the job early. Employees will be paid for breaks and breaks are not recorded on the time record. Break time may be determined by the supervisor and may not be allowed should the work deem it necessary to forgo a break.</i></p> <p>A break room and its accoutrements and an outdoor patio area are provided to staff for their comfort and to enhance their lunch and rest periods.</p> <p>The break room/patio area should only be used for the purposes for which they are intended unless exceptions are allowed by the Division Manager.</p> <p>As a general rule, family, friends, and customers should not be in the staff break areas.</p> <p>The break room should not be used as an accessory living space for staff. This includes but is not limited to permanent storage of items in the refrigerator and/or cabinets (with the exception of assigned locker space) and habitual preparation of meals which would normally be prepared and consumed prior to or after scheduled work hours.</p>	

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Drug and Alcohol Testing	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The City has a comprehensive policy on drug and alcohol testing. See Personnel Rules and Regulations, Rule 7, Drug and Alcohol, and Rule 7, Section 5, Drug and Alcohol Testing</p> <p>Staff and volunteers should familiarize themselves with the policy.</p> <p>Failure to submit to a request to test for drugs or alcohol or to follow post-accident policies on drug and alcohol testing can result in disciplinary action or immediate dismissal.</p>	

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Email	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>In order to keep informed of important employee information, library activities and programs, and issues related to the Library or City it is important that staff provided with access to electronic messaging systems check their email at least once each day they are scheduled to work and to respond within a reasonable time as needed.</p> <p>This policy reflects City Administrative Directive ADM-IT-2019-93 Computers and Network Section 4.2</p> <p><i>Employees with access to electronic messaging systems are expected to check for messages on a frequent and regular basis and respond within a reasonable time as needed. An employee's use of City-provided communications media is restricted.</i></p>	

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Inclement Weather	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Library Staff will refer to the guidelines in the Personnel Rules and Regulations, Rule 9, Section 16 Emergency Closure regarding inclement weather.</p> <p><i>The City Manager will determine whether the City closes its offices due to inclement weather, natural disasters or other emergency situations. There may be some departments and/or employees required to report to work in the event of a City closure as determined by the City Manager and/or the Department Head.</i></p> <p><i>If City offices are open during inclement weather, natural disasters or other emergency situations, employees are expected to report to work as scheduled. Employees who are unable to report to work safely are required to notify their supervisor and must use all applicable leave.</i></p> <p><i>Full-time employees will be paid had they worked their normal schedule in the event of an emergency closure.</i></p>	

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Political Activity	Authority—Division Manager
Origination Date—09/26/2017	Revision Date— 1/18/2019—updated reference and section quoted from old PR&R
<p>Employees may engage in political activities on their own time. However, employees’ rights to express their political opinions during work hours or as a representative of the Library or City are limited.</p> <p>Employees should refrain from wearing campaign or political buttons, distributing campaign or political literature, and/or expressing political opinions while on work time. T-shirts or other attire that promote a particular political issue, person, or cause are not appropriate.</p> <p>Bumper stickers may not be applied to Library property or Library vehicles unless specifically approved by the City of Sierra Vista.</p> <p>Staff should be aware of City policy regarding political activity outlined in the Personnel Rules and Regulations, Rule 2, Section 12, Political Activity.</p>	

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Requests by Law Enforcement Officers	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Requests for information by Law Enforcement Officers should be referred to a supervisor on duty unless failure to provide information could result in the immediate harm of any person or property.</p> <p>Staff should remember that it is against state law to provide information about patrons without following proper legal procedure. (See Privacy/Confidentiality)</p> <p>In cases of emergency, staff, volunteers, and patrons should follow the direction of any department managers and/or fire and police personnel.</p>	

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Staff Relations and Celebrations	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>Good staff relations and the development of a cohesive work team benefit from some socializing. Therefore, Library management encourages a reasonable amount of socializing and staff celebration so long as these events do not interfere with the normal flow of work.</p> <p>Staff parties to celebrate holidays or other events will be scheduled at times that have minimal effect on service, and all service desks must be covered during parties.</p> <p>Every staff member is welcome to attend any party held during work hours on Library property.</p>	

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Transporting/Escorting Patrons off city property	Authority—Division Manager
Origination Date—07/08/2019	Revision Date—
<p>Library staff are not permitted to escort or transport patrons from city facilities or property at any time whether on or off duty, either in a personal vehicle or in a city vehicle, unless failure to do so could result in immediate physical harm, such as in cases of fire, active shooter situations, etc.</p> <p>Transportation to a medical facility is never permissible. Emergency services should always be called if needed.</p> <p>If library staff must escort or transport patron(s) from city facilities or grounds, they should transport or escort only as far as is necessary to ensure safety.</p>	

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Travel and Training	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>All Travel and Training that requires funding and/or significant staff time should be approved by the Division Manager or the Leisure & Library Services Director.</p> <p>Staff should not use personal funds for Travel or Training unless approved. Staff are encouraged to apply for scholarships when available.</p> <p>Staff should follow the travel and training policies and procedures set forth by City Administrative Directives CMG-FIN-2012-069.001</p>	

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Visitors in the Workplace	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—

The Library is unlike most workplaces in that Library is open to the public. This can present a challenge when friends or relatives of employees come to the library.

The following guidelines are designed to ensure that employees do not become distracted or neglect their duties when friends and family are visiting the library.

Children or Other Family Members at Work

In order for the Library to maintain a professional and productive work environment, employees may not bring children to work during scheduled work times. An exception may be allowed in the case of an emergency (with supervisory approval). However, the Library workplace should not be used in lieu of childcare or adult daycare services. Parents should plan accordingly for the care of their children on days when children may be sick, on snow days, during school holidays, or other occasions.

Standards for “child” or “children” also apply to any person who is in the care of the employee (e.g., disabled parent). Employees are allowed to have children at the Library during their work hours only if:

- The child remains in the public areas of the library during open hours;
- The child does not require the employee’s care or attention during work hours;
- The child does not distract the employee from his or her work; and
- The child does not distract other Library employees from their work

An example of an acceptable situation would be an employee bringing an older child to the Library and the child independently reading or completing homework in the public area while the employee is working.

Since the age at which a child can work independently without a caregiver’s attention varies from child to child, a specific age requirement is not provided by this policy. Supervisors may disallow an employee from having a child at work if, in the judgment of the supervisor, the child is disruptive, distracting, or in need of care or attention.

In all cases, children are not allowed behind public services desks and are not allowed to be unattended in staff areas without supervisor approval.

Visitors in the Workplace

Employees should limit their personal conversations with family members or acquaintances who visit the library. Visits are permissible but should be infrequent and brief in order to maintain a productive work environment.

Restricted Access to Non-Public Areas of the Library

Access to non-public areas of the library is limited to current employees, volunteers, and scheduled maintenance or service workers. (For purposes of this section, non-public areas are those areas behind the public service desks, employee workrooms, employee offices, hallways, storage areas, computer equipment rooms, and break rooms.) Other persons with business-related reasons to be in these areas (such as vendors or consultants) must be accompanied by an employee at all times.

Any exceptions to this policy must be approved by the Division Manager. (For example, an exception would be considered for “Take Your Child to Work Day.”)

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Section 13 Volunteers

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The Sierra Vista Public Library Volunteer Program assists the Library in carrying out its mission to provide access to materials, information, and programs delivered by a courteous and informed staff to all members of the community. Librarians, paraprofessionals, and volunteers all work together to uphold the high standards of the library profession. As a library representative, volunteers are asked to be aware of the image they create of the Library while interacting with the community and to make a commitment to provide the best service to the Library and community.

For complete information on policies, procedures, and expectations pertaining to volunteer work at the Library, please refer to the *Volunteer Handbook* or contact the Volunteer Coordinator.

Volunteering at the Sierra Vista Public Library	Authority—Division Manager
Origination Date—09/26/2017	Revision Date—
<p>The Library welcomes and appreciates the contributions of volunteers who bring unique skills, knowledge, and energy to our organization.</p> <p>Volunteers must be 16 years of age or older. Individuals under age 18 must provide an agreement from a parent or legal guardian.</p> <p>Prospective volunteers must pass a background check performed by the City of Sierra Vista before beginning work.</p> <p>Unless other arrangements have been made, volunteers are expected to work a minimum of 16 hours per month and are required to meet the minimum levels of physical ability needed to perform the task(s) which they have volunteered to do.</p> <p>Volunteer positions are posted on the Human Resources page. Prospective volunteers may pick up an application at HR or download one from the city website. Applications should be turned in to HR.</p> <p>Volunteers, while not held to the standards of paid staff, are expected to uphold the standards of the City and present themselves in a way that does not bring embarrassment to the City of Sierra Vista and/or the Library.</p> <p>Volunteers are expected to respect the confidentiality of all staff, volunteers, patrons, and/or city employees.</p> <p>The Library and/or City of Sierra Vista reserves the right to deny a position to an applicant.</p> <p>The Library and/or City of Sierra Vista reserves the right to terminate a volunteer/city/library relationship at any time.</p> <p>The Library is unable to accommodate court ordered community service applicants and/or school projects and civic groups.</p> <p>Volunteers are required to familiarize themselves with the <i>Volunteer Handbook</i> for complete details and information about volunteering for the Library.</p>	

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Section 14 Appendices

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[Administrative Directives](#) (intranet; requires log in credentials)

Circulation Manual (see Circulation Coordinator)

Tiragenow—1-855-480-2595

- Call 911 if life/limb threatening injury
- Immediately Notify supervisor of Injury
- With supervisor, call TriageNow

[Personnel Rules and Regulations](#) (intranet; requires log in credentials)

Standard Operating Procedures (see Circulation Coordinator)