

HOOVER PUBLIC LIBRARY SERVICE POLICIES

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SECTION I INTRODUCTION TO LIBRARY SERVICES

OUR MISSION

The Hoover Public Library seeks to reinvent the way communities view libraries. As the heart and soul of the Hoover community, we are more than just a library. We're the place you come to meet your friends, experience live theater, peruse art, listen to music, entertain your children, learn about new technology, seek job searching assistance, explore your interests, find good book recommendations and much, much more. We seek to grow our patronage by offering an unparalleled customer experience. When you have a question, we want the library to be the first thing that comes to mind.

OUR VALUES

We embrace diversity.

Everyone is welcome at the Hoover Public Library. We welcome everyone regardless of race, religion, social class, political thought or economic status. The only entrance requirement is curiosity. Just like our community, our collection is rich in diversity and we strive to have something for everyone. If you don't find what you're looking for, let us know! We value suggestions.

We put people first.

We love books, but we love people more. Public service is what drives our organization. Everything we do, from purchasing materials to planning programs, is aimed at offering our patrons the ultimate customer experience. Our policies are intended to enhance, not restrict, your experience. You are the reason we're here in the first place.

We act with integrity.

You can count on us. Whatever you need, we are here to assist you. We understand that our help is only valuable if you trust us. We vow to always consult a credible source, never let our bias affect our answers and treat sensitive questions with tact.

We value teamwork.

We believe our staff is the secret to our success and we take hiring and training seriously. It's important to us to foster creativity, teamwork, respect and pride in our workplace. We want our

employees to be knowledgeable and feel empowered to do their best job possible. Our end goal is to create a positive atmosphere for both patrons and staff.

OUR GOALS

Engage our patrons

Our patrons count on the Hoover Public Library to entertain, enlighten, inform and ignite the community by offering a wide variety of relevant resources and original programs. They value innovation and are proud to have a library that redefines the role of the traditional library. They want to be “WOWED.” We are committed to offering new and exciting materials, services and programs.

Offer convenient services

In a convenience-oriented society, our patrons need their library to be easy to use. They desire intuitive technology, longer hours, convenient branches and book drops, as well as policies that provide a frictionless customer experience. We are committed to offering the most convenient library services possible.

Provide gathering spaces

Our patrons consider the Hoover Public Library their community center. Our patrons need spaces to meet, study, converse, gather, collaborate, work and unwind. They expect the library to be clean, inviting and comfortable and they’d really love more unique spaces throughout the library. We are committed to offering unique gathering spaces to our patrons.

Raise library awareness

Our patrons need to know what’s happening at their library. Our library offers many programs and services that most people would never expect. Our patrons need us to develop a comprehensive marketing plan that will ensure our citizens are informed.

Provide extraordinary customer service

Our patrons expect exceptional customer service from our employees, regardless of their rank in the organization. They want assistance from well-trained, well-informed staff members who are empowered to make decisions. They expect service to be friendly and accurate.

LIBRARY ORGANIZATION

The City of Hoover, Alabama is a municipality headed by a Mayor and seven Council members. The Mayor and City Council, elected by the citizens of the City of Hoover and being empowered by the Code of Alabama 1975, title II. 90. 1-4, established a Library Board on December 20, 1982. The Board, consisting of five members appointed by the Hoover City Council, is responsible for the operation of the Library.

The Library Board has ultimate responsibility for governance of the library. However, through cooperative arrangements with the Library Board, the City may perform administrative and financial functions for the Library as deemed appropriate by the Library Board. The Library Board establishes policies relating to the operation of the Library and its employees.

Funds for the operation of the Library are approved annually by the Hoover City Council and appropriated to the Library Board. The Library Board is responsible for the expenditure of all funds received or appropriated for the Library.

The Library Director is retained by the Library Board. The Director is responsible for administering the policies and procedures adopted by the Board for the operation of the Library.

GOVERNING STRUCTURE

THE HOOVER PUBLIC LIBRARY IS GOVERNED BY THE LIBRARY BOARD OF THE CITY OF HOOVER, ALABAMA.

BY-LAWS OF THE LIBRARY BOARD OF THE CITY OF HOOVER

Article I Name, Board Membership and Responsibilities

1. The name of this organization is the Library Board of the City of Hoover, Alabama. The Board shall have those duties and responsibilities authorized by the Code of Alabama, 1975 Section 11-90-1 to 11-90-4 and the City of Hoover, Resolution No. 315-82 and any future revisions.
2. The Board is comprised of five members appointed by the City Council of Hoover, Alabama.
3. All Board members must be citizens of Hoover, Alabama.
4. The first members of this Board shall be named to staggered terms of one, two, three and four years. Thereafter, the term of office is four years. Vacancies are filled in the manner by which members are regularly named and are filled for the remainder of the unexpired term.
5. A member of the Board can be removed only by a majority vote of the appointing authority and only upon a showing of good cause.

6. Board members serve without compensation except that necessary traveling and subsistence expenses incurred may be paid from the public Library fund.
7. The Board may authorize the City of Hoover to act as its purchasing and disbursing agent in accordance with established policies of the City. The Board will approve the Library's budget at the beginning of each fiscal year in an open, public meeting following advance public notice of the meeting. Any expenditure of public funds to the American Library Association must be approved by the Board in an open, public meeting following advance public notice.

Article II Meetings

1. Regular meetings of the Board will be held the third Tuesday of each month at 5:00 p.m. at the Library. The Board will abide by all requirements of Alabama law regarding open meetings.
2. Special meetings may be called by the Chairman or by written request of three Board members. Only items on the announced agenda may be considered at a special meeting.
3. Three members of the Board shall constitute a quorum for the transaction of business.
4. Email notification of meeting cancellations or special called meetings will be given to anyone who asks to be placed on the list for notification with the City Clerk.

Article III Officers and Duties

1. The officers of the Board shall be a chairman, vice-chairman, and treasurer. The Board may name such other officers as it deems necessary.
2. Officers shall be elected annually at the March meeting and shall take office immediately.
3. The Chairman shall preside at all meetings, appoint committees and perform the duties of a presiding officer. The Chairman shall be an ex-officio member of all committees.
4. The Vice Chairman shall perform the duties of the chairman in his or her absence. In the absence of the Chairman and the Vice Chairman, the Treasurer shall preside.
5. The Treasurer shall serve as Chairman of the Finance Committee and be responsible for making an annual financial report to the Board.

Article IV Public Comments

1. The Hoover Public Library Board encourages the public to attend regular Board meetings.

2. Comments from persons not members of the Library Board are only permitted during the time designated on the meeting agenda.
3. A sign in sheet MAY be required for persons who wish to let the Board know they want to speak.
4. Comments at Library Board meetings may be restricted to Hoover residents.
5. Anyone who wishes to make comments to the Library Board during a meeting must be willing to identify their name, address and group affiliation (if any).
6. Groups wishing to comment must select one representative to present the group's view.
7. The Chairperson of the Board is the designated spokesperson for the Board and will call names from the sign-in sheet in order to speak.
8. Comments by persons not members of the Library Board will typically be limited to three minutes. Offensive, profane and harassing language will not be tolerated. Those wishing to bring attention to materials with such language may do so in writing.
9. The Library Board may ask questions or provide comment based on a person's comments, but is not required to do so. Items will not be added to the Board agenda after the public comment period. The Library Board may refer matters of public comment to the Library Director, Library Staff or appropriate agency for review after the meeting, if appropriate.
10. All comments made become part of the meeting records and the Board minutes will reflect the name of any speaker and the substance of their comments.

Article V

Committees

1. The Library Board may function as a committee of the whole or may establish standing committees, which shall make regular reports to the Board.
2. Membership on a standing committee shall be for one year by appointment of the Chairman.
3. A standing Finance Committee shall be appointed by the Chairperson to work with the Treasurer and the Director to prepare an annual budget, examine and approve all bills, hold and disburse any funds entrusted to them and assist in any other financial matter which may arise. Any checks drawn by the Library Director, Assistant Library Director or Fine Arts Manager must be counter signed by the Treasurer, another member of the Finance Committee or the Administrative Finance manager as authorized by the Treasurer with submission of appropriate supporting documents.
4. Special committees may be appointed by the Chairman for special purposes and shall serve only until completion of the assignment.

Article VI Director of Library Services

1. The Board shall retain a qualified Library Director who shall administer policies adopted by the Board; employ, direct and supervise staff members; prepare required reports; recommend policies and procedures and promote effective Library service.
2. The Library Director shall be an ex-officio member of the Board, keep accurate records of all proceedings of the Board meetings, and maintain custody of the minutes.
3. The job description of the Director and all other Library job descriptions shall be maintained in the Administrative office.

Article VII Trustee Emeritus

1. Trustee Emeritus is an honorary status which may be conferred upon a past Board member in recognition of distinguished service and consistent, exceptional dedication to the mission of the Hoover Public Library.
2. The Library Board may, by majority vote at a regular meeting where a quorum exists, elect one or more former Board members as Trustee Emeritus.
3. A Trustee Emeritus has no voting privileges and shall not be counted in determining whether a quorum is present, but may participate fully in all functions, activities and discussions of the Board, and may advise the Board on all matters.
4. To be considered for the Trustee Emeritus position, the Board member must have served 20 years on the Board and demonstrated exemplary leadership and responsibility, or as deemed appropriate by the Board.
5. There shall be no more than 3 emeritus members at any given time.

Article VIII Parliamentary Authority

Robert's Rules of Order Newly Revised shall govern the Board in all cases to which they are applicable and in which they are not inconsistent with these By-Laws.

Article IX Changes to By-Laws

Changes to these By-Laws or to any policy documents of the Board may be adopted by a majority vote of members of the Board at any meeting of the Board subsequent to notification of the proposed change.

Article X Order of Business

The order of business for each regular meeting of the Board shall include the following, not necessarily in the order listed:

Call to order

Roll Call

Review of Minutes

Projects and Special Reports

Director's Report

Treasurer's Report

Old Business

New Business

News and Correspondence

Announcements

Public Comments

Adjournment

Date of Adoption September 17, 2024

SECTION II GENERAL INFORMATION

LIBRARY HOURS

The Hoover Public Library exceeds the Alabama Public Library Services standards for operation. The library is open 69 hours per week, including evenings and weekends. Hours of operation are as follows:

Monday-Thursday	9 a.m. - 9 p.m.
Friday	9 a.m. - 6 p.m.
Saturday	10 a.m. - 6 p.m.
Sunday	1 p.m. - 5 p.m.

An on-site book depository, as well as remote book drops throughout the city, are provided for the return of book and non-book materials at all times. Patrons can also pick up and return materials at the Remote Locker located inside the East 59 Café on Doug Baker Boulevard during café hours.

Access to digital materials is available online 24 hours per day, 7 days per week with a library card in good standing.

PATRON ASSISTANCE

With the approval of the Library Board, the staff of the Hoover Public Library provides reference assistance and reader's advisory assistance/book recommendations to its patrons. Service is available to all people. The Library presumes that all requests are valid, and strives to answer questions quickly, accurately and thoroughly. All requests are confidential.

In order to provide the highest quality service available, the Library prescribes to the following guidelines:

1. Patron assistance is available whenever the library is open to the public.
2. Remote access to the Library's catalog and digital materials is provided at all times with a PLC library card. Some databases are available only to Hoover residents. Patrons may access our digital collection through our website, hooverlibrary.org.
3. Patrons are served on a first come, first served basis.

4. All requests will be handled without making any judgment to their moral or aesthetic worth.
5. The Library also provides telephone and email reference service.
6. Patrons present in the Library will be given priority.
7. The Library does not provide a proofreading service. Library staff may not do mathematical computations, give appraisals, refer patrons to individual practitioners, provide legal interpretation, give financial advice or check homework.
8. Time restrictions may be placed on equipment as demand arises.
9. For reasons of liability, patrons with reference questions regarding medical, legal and investment topics are encouraged to visit the library for this information. Brief answers may be given over the telephone or e-mail, with the librarians giving verbatim information from the source.

MEDIA

The Library Director or their designee shall act as the official Library spokesperson for all media questions, including requests by newspapers, television, government officials, etc. No other employee shall take on the responsibilities of the spokesperson or make statements in reference to the Library or to any media representative without direct authorization of the Director or their designee. The media may interview patrons outside the library building, but may not block library entrances.

The Library welcomes media coverage of its events and services. However, it is the responsibility of the media to obtain the permission of any library patron or staff member who would be prominently included in the composition or recording. Taking photographs or videotaping of a minor requires the permission of the minor's parent or guardian. The Library undertakes no responsibility for obtaining these releases.

PHOTOGRAPHY & VIDEOGRAPHY

The library is not a traditional public forum, and the Library may impose restrictions that are reasonable in light of the library's purpose and circumstances. Casual amateur photography and videotaping in the public areas of the library is not prohibited, except that persons taking photographs or videos may not (1) compromise a patron's privacy (2) harass, intimidate or

threaten a patron or staff member or (3) block library aisles, walkways, stairwells, doors or exits. Patrons may not video or take pictures in restrooms or in designated staff-only areas.

Commercial photography and videotaping in the library or on library grounds requires the written permission of the Library Director. Permission will only be given for uses that do not interfere with patron usage of the library. Commercial photographers/videographers are prohibited from using imagery of Library employees or patrons. No identifying images of the interior of the Hoover Public Library may be used for the purpose of solicitation or political gain. The Hoover Public Library does not endorse the viewpoints of entities that may use the library for photography or filming. As with amateur photography, persons taking photographs or videos may not (1) compromise a patron's privacy (2) harass, intimidate or threaten a patron or staff member or (3) block library aisles, walkways, stairwells, doors or exits.

The Library often takes pictures and shoots videos to use in library publicity materials and on our website. The Library may document its services and the public's use of the library. Official representatives of the Library may take photographs, videotape, or use other recording devices within the library and at library-related events and activities. These photographs and video may be copied, displayed, published, posted and telecast for purposes such as promotion, publicity and news to inform the public about the library. If individuals do not wish the Library to use a picture or video of them or their child, they should tell a Library staff member before the event.

SOCIAL MEDIA TERMS OF USE

The Hoover Public Library provides quality library and information services to all people of the community. To help achieve this goal, the Library uses social media to engage with library users and publicize library programs, services and events.

The following conditions apply to the use of the Library's various social media sites. Any posting on any Library social media site constitutes acceptance of these terms.

1. ***Users of all ages have the responsibility to protect their privacy*** and should not post personally identifying information, such as school, age, phone number or address. The Library does not act in place of, or in the absence of, a parent or legal guardian.
2. ***The Library welcomes a person's right to express his/her opinion and encourages posters to keep comments related to posted content. However, the Hoover Public Library reserves the right to moderate content.*** The following are examples of unacceptable social networking content and comments. The list is not intended to be all-inclusive. Examples are:
 - Profane or obscene language or content

- Content that promotes, fosters, or perpetrates discrimination based on race, color, religion, sex, national origin, sexual orientation, age, or any other characteristic protected by law
 - Solicitations of commerce
 - Conduct of illegal activity
 - Infringement of copyrights or trademarks
 - Harassment of Library staff or other social media users including profanity, threatening physical harm, or engaging in behavior with the sole intent of annoying another person
 - Libelous or slanderous statements
 - Private or personal information of another person without appropriate consent or authority
 - Comments, postings, and/or hyperlinks not related to the content posted by Library staff
 - Confidential information
 - Information that may tend to compromise the safety or security of the public or public systems.
3. The Library's social media accounts are not monitored on a 24/7 basis. ***Patrons needing immediate assistance*** should call the Library directly at 205-444-7800 during normal operating hours.

LIBRARY EMPLOYMENT

The Hoover Public Library is an equal opportunity employer. Notices of vacant positions will be posted on the City of Hoover website. All applicants must apply online through the City of Hoover job posting site. Only selected applicants will be contacted for an interview.

SECTION III CIRCULATION OF MATERIALS

LIBRARY CARDS

Any person may enter the Hoover Public Library and use its resources. In order to check out materials, a patron must have a valid library card. Library cards are available free of charge to all residents of the City of Hoover and Jefferson County, with photo identification and proof of residency in Jefferson County or the City of Hoover. Patrons under the age of 18 must have their parent or legal guardian's permission to obtain their own library card. By allowing their child to have a library card, the parent or legal guardian is also giving their child permission to access the library's full collection of materials, including the teen and adult collections.

Library cards are also available to those persons who live in Alabama outside the City of Hoover or Jefferson County, upon payment of an annual nonresident fee, the amount of which is determined by the Public Libraries in Jefferson County (PLJC.)

Employees of the City of Hoover and Hoover City Schools are provided a free membership card with employment verification.

Patrons who live outside of Alabama may apply for a three-month "visitor membership." A visitor's membership requires a cash deposit. The deposit is refunded upon return of all borrowed materials.

The Library issues a business card membership for businesses operating with a valid business license in the City of Hoover or Jefferson County. The card is issued for up to six employees of the business. The application form must include the business letterhead listing all interested staff names. The card is issued to the owner or manager of the business. The business must agree to be responsible for all materials checked out on the card.

Students of local colleges, universities or junior colleges may obtain a PLJC library card for a reduced rate. The student must present a current student identification card for application. Student library cards are valid for the current semester, and must be renewed each semester. Students must provide a school address and permanent address, if different from their school address.

CIRCULATION GUIDELINES

The Hoover Public Library voluntarily observes the core policies of the Public Libraries in Jefferson County, as set forth in the PLJC system contractual agreement. As members of the cooperative system, each public library in Jefferson County maintains its autonomy. Member libraries of the cooperative system work together to provide service to all citizens of Jefferson County. One of the most visible services is the operation of the Integrated Library System (ILS).

The Hoover Public Library circulates materials in a variety of formats. Books, audio books, music, multimedia and nonfiction videos may be checked out for three weeks. Movies and games circulate for a period of seven days. Items returned after library closing on the date due are subject to overdue fines. Late fees are assessed in accordance with PLJC guidelines. Fines must be under \$5.00 to check out materials.

Library materials may be renewed in person, by phone or through the PLJC web site (www.jclc.org) two times only, if there are no reserves. After two renewals, materials may be returned for 24 hours before they can be checked out again by the same patron. For added convenience, materials will be automatically renewed if there are no holds on the item and the patron account is in good standing.

Most items may be returned to any PLJC member library, while other designated items must be returned to the Hoover Public Library. These items include a label with return instructions.

Lost and damaged materials must be replaced by the patron at cost. Other fees will be assessed for missing components. The Library does not accept patron purchased materials in place of lost or damaged items.

Credit card payments are accepted for overdue fines, lost or damaged materials from Hoover, and out of county fees. Checks are not accepted for amounts under \$5.00. Returned checks are subject to a returned check fee.

All patrons are responsible for the materials checked out on their card. Patrons who abuse the circulation guidelines will forfeit their right to check out materials.

CONFIDENTIALITY OF LIBRARY RECORDS

The Hoover Public Library respects the library user's privacy with respect to information sought or received, and materials consulted, borrowed, acquired and transmitted.

The legal custodian of records for the Hoover Public Library is the Library Director. As the legal custodian of records, the Library Director may designate one or more employees to serve as persons responding to any request for Library records or information about a user of the library when the Library Director is absent or unavailable.

The circulation and registration records of the Hoover Public Library shall not be made available to any agency or official of the state, federal or local government except when a court order in proper form, issued by a court of competent jurisdiction after a showing of good cause, is presented to the Library by the law enforcement agency or person seeking the records.

No other information about a user of the library may be released to any third party or law-enforcement agent by a library employee unless authorized to do so by the Library Director or the Library Director's designee.

This policy is supported by the following sections from the Code of Alabama:

§ 41-8-10. Registration, etc., records of public libraries to be confidential; right of parents to inspect records.

It is recognized that public library use by an individual should be of a confidential nature. Any other provision of general, special or local law, rule or regulation to the contrary notwithstanding, the registration and circulation records and information concerning the use of the public, public school, college and university libraries of this state shall be confidential. Registration and circulation records shall not be open for inspection by, or otherwise available to, any agency or individual except for the following entities: (a) the Library which manages the records; (b) the state education department for a library under its jurisdiction when necessary to assure the proper operations of such library; or (c) the state Public Library Service for a library under its jurisdiction when it is necessary to assure the proper operations of such library. Aggregate statistics shown from registration and circulation records, with all personal identification removed, may be released or used by a library for research and planning purposes. Provided however, any parent of a minor child shall have the right to inspect the registration and circulation records of any school or public library that pertain to his or her child. (Acts 1983, No. 83-565, p. 866, 2.)

§ 36-12-40. Rights of citizens to inspect and copy public writings; exception for public library registration and circulation records.

Every citizen has a right to inspect and take a copy of any public writing of this state, except as otherwise expressly provided by statute. Provided however, registration and circulation records and information concerning the use of public, public school or college and university libraries of this state shall be exempted from this section. Provided further, any parent of a minor child shall have the right to inspect the registration and circulation records of any school or public library that pertain to his or her child. (Code 1923, 2695, Code 1940, T. 41, 145; Acts 193, No. 83-565, p. 866, 3.)

SECTION IV LIBRARY MATERIALS & ACCESS

SELECTION OF LIBRARY MATERIALS

The Hoover Public Library provides popular reading, listening and viewing materials of current interest, answers reference questions on any topic and provides materials to assist people in their lifelong learning.

In its selection of materials, the Library is subject to the United States Constitution-(including the First Amendment), the laws of the United States, the Alabama Constitution, and the laws of Alabama, which (among other things) enshrine the principle of free speech. The Hoover Public Library believes that the freedom to read and view are essential to our democracy. It is the function of the public library, within the resources available, to facilitate research, learning and recreational pursuits by furnishing materials of requisite quality and to provide means, whenever possible, through which all persons may have free access to all sides of an issue.

The Library staff will place materials in the appropriate collection based in part on the recommended age group assigned by the publisher and review sources. Library staff may reconsider or reevaluate placement of materials into these collections at any time. The Library does not label selected materials in order to indicate approval or disapproval of item contents.

The Library divides its collections into three primary reading audiences: children (ages 0-12), teen (ages 13-17) and adult (ages 18-up+.) This division of collections serves as a guideline to ensure that the library sections designated for minors under the age of 18 remains free of material containing obscenity, sexually explicit material, or other material deemed inappropriate for children or youth. Age-appropriate materials regarding religion, history, biology, or human anatomy should likewise not be construed to be included in these definitions. The Library has an open floor plan, so most collections are not shielded by walls and doors. The Library staff will place materials in the appropriate collection based in part on the recommended age group assigned by the publisher and review sources. Library staff may reconsider or reevaluate placement of materials into these collections at any time.

The ultimate responsibility for monitoring the use of library materials for children rests with parents, legal guardians or caregivers. The Library does not provide supervision to minors under 18 years old or act in loco parentis, and parents, legal guardians, and caregivers should not expect that library personnel will act as if they have responsibility for monitoring use of library materials.

Specifically regarding the selection of materials for minors under age 18, the Library uses a variety of selection criteria, outlined below which attempts to limit or exclude materials containing obscenity, sexually-explicit material, or other material that may be considered inappropriate for children or youth from the materials designated for minors under age 18. However, the Library also recognizes that some materials may not be considered appropriate for every family. Likewise, materials for an older child may not be appropriate for a younger child. Parents must monitor their own child's library use and make a decision on the appropriateness of the material for their own child. We urge parents to seek personalized assistance from library staff if they need guidance in finding materials.

Materials selected for the children's collection do not contain obscene material or material (including sexually-explicit material) that is deemed harmful to minors.

In evaluating whether a material is obscene, the Library asks:

- Whether the "average person, applying contemporary community standards would find that the work, taken as a whole, appeals to the prurient interest"
- Whether the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable state law, and
- Whether the work, taken as a whole, lacks serious literary, artistic, political or scientific value.

The Children's Internet Protection Act (CIPA) defines "Harmful to Minors" as any picture, image, graphic image or visual depiction that:

- taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
- depicts, describes, or represents in a patently offensive way with respect to what is suitable for minors;
- an actual, or simulated sexual act, or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
- taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

Age-appropriate materials regarding religion, history, biology, or human anatomy should likewise not be construed to be included in these definitions.

Materials are selected in a variety of formats, reflecting the diversified needs and preferences of the community. Widely diverse points of view, including controversial and unconventional subjects, may be available in the collection. Inclusion in the collection does not imply Library

approval, endorsement or agreement with the contents. The Library Board and staff recognize that some materials are controversial and that any given item may offend some patrons. Selections will not be made on the basis of offense felt by some patrons, but solely on the merits of the work. Selection of materials for the adult collection is not restricted by the possibility that children may obtain materials their parents consider inappropriate.

Partial responsibility for selection lies with the professional staff of the Library. Selections recommended by staff members and the general public will be considered. The ultimate responsibility for selection rests with the Library Director who operates within the framework of policies set by the Library Board.

The Library strives to meet the following goals with its collection:

- To provide timely access to current, high-interest library materials that satisfy library users' recreational reading, viewing and listening needs.
- To provide library users timely and accurate answers to their informational questions.
- To prepare preschool-aged children for success in school.
- To provide library materials to support people's lifelong learning and personal growth development.
- To help Hoover residents understand and appreciate the diversity of cultures in the city.
- To provide kindergarten through high school students informational resources to enhance and support their educational progress.

The Library uses the following criteria when selecting materials:

- Patron and staff recommendations
- Community interest and popularity (patron demand)
- Permanent or timely value
- Accuracy
- Authoritativeness
- Clear presentation and readability
- Social significance
- Historical value
- Presentation of all sides of controversial issues
- Balancing of special group interests with general demand
- Reputation and significance of author, illustrator, editor, artist, film/maker, performer, etc.
- Importance of subject matter to the collection

- Scarcity of material on the subject
- Reputation and standing of publisher
- Availability of material elsewhere in area
- Price and format
- Suitability of physical form for library use
- Professional and critical reviews in selection aides (*Publisher's Weekly, Library Journal, School Library Journal, etc.*)
- Prepublication reviews (*The New York Times, People Magazine, etc.*)

Self-published works must meet one of the following criteria to be considered for addition to the Library's collection:

- Available to be purchased from an approved vendor
- Positive reviews in professional literary or trade journal sources or other industry respected sources (paid endorsements are not considered)
- Patron demand
- Appearance on the *The New York Times* or other reputable bestseller list
- Local significance (local author or local subject)
- Award-winning titles
- Popularity of styles, authors, characters and/or series in the existing collection
- Significant online buzz, including social media or crowd-sourced reviews (Paid endorsements and advertisements are not considered)

The Library does not accept self-published family histories, personal narratives, school projects, erotica or fan fiction. Authors who want to submit their self-published books for consideration must fill out the Self-Published Materials Submission form.

The Library does not offer a review service for self-published works or unpublished manuscripts.

DISPLAY OF LIBRARY MATERIALS

The Library Board gives the Library Director or the Library Director's designee responsibility to provide advance approval for the creation of official displays and curated reading lists for readers' advisory, informational purposes and program marketing. These displays cover a wide variety of topics, including holidays, popular literature and current events. Any book in the Hoover Public Library may be on display or included in a recommended reading list, provided, however, materials recommended, displayed, or otherwise actively promoted to children or youth must receive advance approval from the Library Director or the Library Director's designee. Patrons

who have a concern about a display in the library can submit a statement of concern to a staff member (see page 20: Statement of Concern about Library Resources).

DESELECTION OF LIBRARY MATERIALS

The collection is periodically examined for the purpose of replacing and discarding materials in order to maintain a balanced and timely inventory.

The Library adheres to the CREW (Continuous Review, Evaluation and Weeding) method of assessing a collection. The four steps involved in the evaluation are:

- Physical condition
- Frequency of circulation
- Currency and accuracy of information
- Number of copies within the library and the Public Libraries in Jefferson County

De-selected library materials may be sold at the Friends of the Library quarterly book sales, donated to like institutions or discarded by being boxed and placed in the dumpster.

Employees are not allowed to take materials for personal usage. Employees who wish to purchase discarded materials must do so through the Friends of the Library.

DONATIONS AND GIFTS

The Library's collection has been greatly enriched by donated materials. All gifts are subject to the previously stated criteria for selection. The Library reserves the right to refuse any donation. Gifts may or may not be added to the Library's collection. If not chosen to be included in the Library's collection, items may be offered for sale by the Friends of the Library, donated to like institutions or discarded.

Monetary donations, including memorial and honor book requests, will be used to make appropriate purchases for the Library, respecting the stated wishes of the donor.

When gift materials are deemed no longer useful, the Library will discard them on the same basis that it discards other materials.

No estimate of value or itemized record of donated items will be furnished.

A Gift Form will be used when the Library staff accepts materials or donated funds.

STATEMENT OF CONCERN ABOUT LIBRARY RESOURCES

The Hoover Public Library fully supports the United States Constitution's First Amendment and supports rights of adult patrons to read, view and listen to any materials of their choice in the Library's collections and to choose materials in the Library collections for their own minor children. The Library seeks to offer access to materials on a wide variety of topics, and to materials that express a wide variety of opinions. Each patron is encouraged to self-select appropriate reading, viewing and listening materials of the Library. Likewise, the ultimate responsibility for selecting appropriate materials for a child rests with the parent. The Hoover Public Library is aware that patrons may have concerns about the inclusion of specific items, programs, displays or services, and, while not all patron concerns are expressed to staff or documented, the Library welcomes the expression of this concern by patrons. Patron concerns will be handled promptly and in a respectful way.

Criteria for submitting a statement of concern:

1. Since the Library is a tax-supported institution, Hoover residents may submit a statement of concern regarding library resource. Only statements from Hoover residents with valid (not expired) library cards will be reviewed.
2. The Statement of Concern Form must be completed in full. Forms not completed in full will not be reviewed.
3. If a particular resource has been reviewed within the previous three (3) years, any subsequent Statements of Concern for the same resource will not be reviewed.

Procedures are as follows:

1. Staff may present the patron with a comment card to document his or her complaint.
2. The appropriate Library Manager will contact the patron, if contact information is provided, to provide an explanation of the Library's policy regarding censorship and engage in civic discourse about the specific complaint.
3. If a patron's concern is unresolved, the Manager will notify the Library Director.
4. The Library Director will contact the patron regarding the questioned material.

5. If the concern is not resolved, the Library Director will provide the patron with a Statement of Concern about Library Resources form.
6. Partially filled out forms will not be considered a valid statement of concern and will not be evaluated.
7. The Library Director will present the Statement of Concern and any relevant information about the material to the Library Board at the next regularly scheduled Library Board meeting.
8. The Library Board will review the Statement of Concern form and, if necessary, contact the concerned patron via email or telephone.
9. The patron may request to be put on the agenda to address this concern at a Library Board meeting by contacting Library Administration at least seven calendar days in advance of the meeting.
10. After reviewing the form and the questioned item, the Library Board will render a decision to leave the item in the current collection, relocate the item to another collection or delete the item if it meets the guidelines for deselection, or meets the Library's factors for evaluating obscene material or the CIPA definition of "harmful to minors." The Library Board's decision is final.
11. The Director will write a letter to the Hoover resident who initiated the concern, announcing the Board's decision regarding the handling of the resource in question.

LIBRARY CODE OF ETHICS

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; non-discriminatory service policies; non-discriminatory access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to deny library resources not consistent with state and federal law.
3. We seek to honor each library user's privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

4. We recognize and respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

LIBRARY GUIDING PRINCIPLES

The Hoover Public Library affirms that it is a forum for information and ideas, and that the following basic policies and principles should guide its services.

1. 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 or, background of those contributing to their creation.
2. The Library should provide materials and information presenting a wide range of points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. The Library has a responsibility to provide information and enlightenment, and it should avoid censorship that undermines that responsibility.
4. The Library supports free expression of ideas and free access to ideas, and it should seek to work with others who also support free expression and access.

5. A person's use of the library should not be denied or abridged because of origin, age, background or views.
6. The Library should make exhibit spaces and meeting rooms available to the public it serves on a non-discriminatory basis, regardless of the beliefs or affiliations of groups requesting their use.

FREEDOM TO READ

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

1. It is in the public interest for librarians to make available a wide diversity of views and expressions, including those which are unorthodox or unpopular with the majority.
2. Librarians do not need to endorse every idea or presentation contained in the books they make available.
3. It is contrary to the public interest for librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.
4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.
5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.
6. Librarians should, as guardians of the people's freedom to read, contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
7. Librarians should give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative

responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

FREEDOM TO VIEW

The Library seeks:

1. To provide broad access to film, video, and other audio and other audiovisual materials because they are a means for the communication of ideas.
2. To protect the privacy of all patrons using film, video, and other audiovisual materials, subject to legal requirements.
3. To provide film, video, and other audiovisual materials that represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video and other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

RESERVING & BORROWING LIBRARY MATERIALS

The Library allows patrons to reserve library materials that are either currently checked out or available at another PLJC Library. Patrons or staff may place the reserves through the Library's web site. Materials will either be sent from another local library or put on hold until the Library's copies are returned. Patrons will either receive an email or automated phone message when the materials arrive. Patrons will have four days to pick up the materials at the library.

Some popular and fragile materials may not be loaned to other libraries.

Books not available in the PLJC system may be requested through interlibrary loan service. Such requests take 4-6 weeks for delivery. There is no charge for this service. Textbooks and newly published material (within the last 12 months) are not available for interlibrary loan.

DIGITAL COLLECTIONS

Patrons may access the Hoover Public Library's digital collection 24/7. eBooks, downloadable audiobooks, music, movies and a variety of databases are available. These materials are automatically returned on their due date, so there are never late charges. Digital materials are subject to the same collection standards as print materials. As with all materials, parents and caregivers are ultimately responsible for content checked out by minors.

ACCESSIBILITY

The Hoover Public Library strives to meet the standards required by Title II of the Americans with Disabilities Act (ADA) for accessibility of facilities, programs and services by persons with disabilities. The Hoover Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services and activities.

Physical Disabilities

The library has a **wheelchair and walker** available for patron use. However, employees of the Hoover Public Library are not allowed to assist patrons with these devices. All devices must be returned to the front desk ten minutes before closing.

The Library Theatre is equipped with **accessible seating**. Accessible seating is identified to the same level or specificity as other seats on maps, seating charts, and brochures, and if asked, the location of all available accessible seating will be identified to patrons. A wheelchair user may purchase up to three additional tickets for seats in the same row that are contiguous with the wheelchair space, provided that at the time of purchase there are three such seats available. Accessible seats will only be released when all other tickets are sold out.

The library offers **curbside services** by appointment for patrons who, for whatever reason, are unable to enter the library to check out materials. To request curbside service, patrons can visit our web site at <https://www.hooverlibrary.org/curbside-info> to schedule a curbside appointment. While the Library requests appointments be made 24 hours in advance to ensure materials are ready to be picked up, the library will honor same day requests by patrons with disabilities. To request same day curbside pickup, please call 205-444-7800.

There is a computer desk in the Technology Hub that is wheelchair accessible.

Visual and Hearing Impairments

The library has a collection of **large print books and audiobooks** for the visually impaired. Patrons unable to use standard print materials due to a visual or physical disability qualify for the services offered by the **Alabama Regional Library for the Blind and Physically Handicapped**, located in the Alabama Public Library Service (APLS) facility in Montgomery. The service provides special format reading materials, playback equipment and other library resources to qualifying users. Qualifying disabilities include blindness, low vision, arthritis, paralysis, cerebral palsy, multiple sclerosis and chronic fatigue syndrome. Reading disabilities resulting from an organic dysfunction such as dyslexia also qualify. Free mailing privileges are provided by the United States Post Office. There is no charge for any part of this service. Interested persons should call APLS at 1-334-213-3900 or 1-800-723-8459 or by visiting the APLS website, <https://apls2.apls.state.al.us/library-for-the-blind/services/>.

Hearing loops are available in The Library Theatre for the hearing impaired.

The library computers are equipped with the **Microsoft Magnifier** tool to enhance the images and enlarge type on the monitor screen. Also, the monitors are 23" in order to provide a large screen to accommodate this magnification.

Sensory Sensitivity

The library is a Kulture City certified facility and provides **sensory tools** (headphones, fidget gadgets, etc.) at each public service desk. There is also a **Family Room** located in the Children's Department that can serve as a quiet space for patrons experiencing sensory overload.

Service Animals

Service animals (dogs and miniature horses) are welcome at the library. Emotional support animals do not qualify as service animals and therefore cannot enter the library.

The library employs **Libby**, a facility dog trained by FIDOS, who will assist with programs in the library on occasion. Libby will be on leash while in the public's presence and will leave the area if a service dog is present.

Website Accessibility

The Hoover Public Library is committed to ensuring that our website is accessible and readable to as many people as possible, regardless of ability. While the Hoover Public Library strives to meet these regulations, we recognize that increasing our accessibility is a continual work in progress. We strive towards finding solutions and enacting practices, which will bring our entire site up to the same standards, as soon as possible.

If you cannot fully access the information on any page on our website, please contact the library at ADARRequests@hooverlibrary.org and let us know. We will then seek to accommodate your accessibility request as soon as possible.

Employment

The Hoover Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the ADA.

Additional Assistance

The Library is committed to following the requirements set forth by the ADA for Title II entities and welcomes requests for additional assistance. We will honor these requests to the fullest extent possible unless the requests result in a fundamental alteration in the nature of a program, service or activity or in an undue financial or administrative burden.

The Hoover Public Library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service or activity of the Hoover Public Library, should-email the Library at ADARRequests@hooverlibrary.org. To ensure availability, you are advised to make your request at least 72-hours prior to the meeting you wish to attend, but the library will honor walk in requests to the extent possible as required by the ADA.

Concerns that a program, service or activity of the Hoover Public Library was not accessible to persons with disabilities should be directed to ADARRequests@hooverlibrary.org or by calling Library Administration at 205-444-7810. Our grievance procedure is detailed on page 47 of our Service Policies.

SECTION V LIBRARY PROGRAMS & SERVICES

PROGRAMS & EVENTS

The Hoover Public Library offers a wide variety of recreational, cultural and educational programs for both children and adult patrons. Programs vary in content and may not be suitable for all patrons. Please be advised that each person is responsible for selecting appropriate programs for themselves. Likewise, parents are responsible for judging the suitability of any program for their child. While we take care in selecting performers that appeal to a wide audience, the Library is unable to censor the language or viewpoint of a hired performer. The Library does not endorse or condone any personal viewpoints of its performers.

The Hoover Public Library seeks to offer diverse programs that are popular and interesting to its patrons. We welcome suggestions.

External groups or individuals who wish to provide programs at the library for the public are encouraged to reserve a meeting room for such purposes.

Programs are not limited to Hoover residents. Some programs will be restricted by age. Many programs are limited to a certain number of participants. Some of these programs may require registration or be offered on a first-come, first-served basis. Seating capacities will be enforced.

A current calendar of activities is available at the library, on the Library's web site and in the Library's app.

OUTREACH & TOURS

The Hoover Public Library offers limited outreach services to its community. Library staff regularly visits schools, daycares, senior facilities and other community organizations located within the city limits of Hoover. The Library does not provide outreach services to organizations outside of Hoover.

THE LIBRARY THEATRE

The Library Theatre is a professional performing arts center. This intimate, 250-seat theatre is located on the lower level of the Hoover Public Library. Equipped with state-of-the-art lighting

and sound, the Library Theatre presents an annual Theater season that includes drama, musicals, dance, concerts and other performing arts. Tickets are available through the Library Theatre Box Office and may be purchased by phone, in person or online. Mail orders are not accepted.

Tickets are non-refundable, but may be exchanged 48 hours in advance for a different date or event. Tickets may also be donated back to the Library prior to the performance to receive a contribution letter for the value of the tickets donated.

All negotiations between the Hoover Public Library and performing artists, agents, representatives, managers or authors are confidential.

The Library Theatre is only available to be used for events sponsored by The Hoover Public Library or The City of Hoover. The Theater is not available for rental or use by any outside groups.

VOTER REGISTRATION

Patrons may register to vote at the library by filling out a NVRA1B form, which either will be mailed or hand-delivered by a library employee to the Board of Registrars. Patrons may also obtain a NVRA2 mail-in form. The last day to register for an election is the 11th day prior to an election.

NOTARY PUBLIC

The Hoover Public Library offers Notary Public service to patrons free of charge. Library Notaries are prohibited from offering any kind of advice to the public about the format, wording or content of the document. A Library Notary simply witnesses the signing of the document and verifies the following: (1) that the signer of the document appeared before the Notary, (2) that the Notary positively identified the signer and (3) the signer acknowledged the signature as his/hers and that the signature was made willingly. The Library's Notary may, as his/her sole discretion, decline to provide Notary Service. Library Notaries do not notarize foreign passports and visa applications, photocopied public documents, electronic notarization documents, depositions or any document that does not have its own notarial certificate. Notary Public hours of availability are listed on the library's web site and subject to change.

PASSPORTS

As an official U.S. Department of State passport facility, library passport acceptance agents can assist patrons applying for a passport for the first time, renewing an expired passport that is more

than 5 years past the passport expiration date or those who need a passport photo. The library passport acceptance agents fully follow procedures set by the U.S. Department of State. Passport Office hours are available on the library's web site and subject to change.

LIBRARY FACILITY DOG

The Hoover Public Library has partnered with FIDOS Facility Dogs, Inc. (FIDOS) to provide a full-time facility dog at the library.

Facility dogs are highly-trained dogs that serve as full-time therapy dogs. Facility dogs live with a handler who is a full-time employee of the facility. Facility dogs serve a group of people, not just an individual. Facility dogs reduce the anxiety of both employees and patrons, provide comfort, increase motivation and promote increased emotional health. The Hoover Public Library believes that our facility dog will improve staff morale and contribute to a more welcoming environment for our patrons.

The Hoover Public Library facility dog lives full-time with an employee of the Hoover Public Library. This employee has been trained extensively by FIDOS to be the facility dog's handler. Other library employees have been trained as co-handlers. In addition, all library employees were invited to participate in a two-hour training session provided by FIDOS to educate staff on the role of the facility dog.

To ensure the safety, health and success of the facility dog, patrons and staff:

1. Only handlers and co-handlers who have been trained and evaluated by FIDOS may handle the facility dog while at the library facility or while representing the library at and outreach event.
2. Employees (volunteers) who assist with the facility dog must be trained by FIDOS.
3. Handlers and co-handlers will be give refresher training by FIDOS when additional skills are needed.
4. The facility dog will always be accompanied by a trained handler or co-handler(s) and will remain on a leash or in a contained environment while on library property or when representing the library at an outreach event.

5. The handler/co-handler(s) will act as an advocate for the facility dog and continually monitor the facility dog's ability to do its job effectively on any given day. If the facility dog is not able to do its job effectively, the handler/co-handler(s) will remove the facility dog from the situation.
6. The trained handler/co-handler(s) are the only employees who can give commands to the library facility dog.
7. The facility dog will be wearing a co-branded vest or bandana with both the logo of the Hoover Public Library and our partner, FIDOS. Exceptions may occur during times when the facility dog will be in a costume for a special event.
8. The facility dog will have annual health checks and veterinarian certification. Veterinary records will be kept on file at the library.
9. The facility dog will not work at the library when sick or hurt.
10. Both library patrons and staff are prohibited from giving treats to the facility dog, unless instructed or permitted to do so by the handler/co-handler(s).
11. Facility dogs may not share space with service dogs. Should a service dog enter an area, the handler will remove the facility dog from the space.
12. The library's facility dog will be bathed weekly and groomed monthly.
13. In the event of a mishap that results in injury to library staff or a patron, the handler/co-handler(s) should immediately remove the facility dog from the situation. Library staff will contact paramedics (if necessary) and fill out a patron injury form to send to Risk Management for evaluation. The library will notify FIDOS of any such incident within 24 hours of the incident.
14. Any patron or staff member who interacts with the library facility dog agrees to abide by the instructions of the handler/co-handler(s).

SECTION VI LIBRARY MEETING ROOMS & SPACES

ART GALLERIES

The Hoover Public Library houses several art galleries and also owns several permanent collections.

Artists who are interested in displaying their work at the library must submit a sample of their work to the Fine Arts Staff. All submissions are reviewed by the Library's Art Committee. A limited number of candidates are accepted.

The Children's Department Art Gallery features selections from Hoover students. The featured students are selected by the school art instructors.

Art left in the possession of the Hoover Public Library for more than one year may be sent to public auction or donated to the Friends of the Hoover Public Library to be sold as part of their fundraising efforts.

PUBLIC BULLETIN BOARDS

The Library/Community Bulletin Board provides space for information and publicity about Library and community events. Information about Library events, official Library notices, and official City of Hoover notices take precedence over other information. The Library Director or designee will approve all material to be posted. The following guidelines are to be observed with regard to postings:

1. Materials for posting will be accepted from organizations for informative, civic, educational or cultural purposes.
2. Personal and commercial postings are prohibited. (Examples: Babysitting service, Houses for Rent, etc.)
3. No material is accepted contingent upon its posting or return.

4. Materials to be posted must be of a reasonable size and meet acceptable standards as determined by the Library. All materials accepted for posting are subject to space availability.

Material will be dated and displayed until the date of the event advertised. Announcements of a series of events, scheduled over several months, are accepted and posted dependent upon space. Activities having no specific date may be displayed for a reasonable length of time as determined by the Library. All material will be discarded at the end of the display period.

The display of any given material does not constitute an endorsement by the Hoover Public Library.

LIBRARY CAFÉ

The Library Café is an independent business that operates within the library. The café establishes its own policies and prices and rents its space from the Hoover Public Library.

MEETING ROOMS

The primary purpose of library meeting rooms is to serve the needs of Library-sponsored programs and services, which shall receive scheduling priority. Otherwise, Theatre-level meeting room facilities are available for use by the City of Hoover and other community groups engaged in educational, cultural, intellectual, civic or charitable activities that benefit our citizens.

The meeting room facilities are open to the public, regardless of the beliefs or affiliations of individuals requesting their use. The Library does not advocate or endorse the viewpoints of meetings or meeting room users.

Use of meeting room facilities at the Hoover Public Library is subject to guidelines established by the Library Board.

Guidelines:

1. Applicants for use of meeting room facilities must have a current Jefferson County library card. The applicant must serve as the group contact and attend all meetings for which they make reservations.
2. Meetings must be of an educational, cultural, intellectual, civic or charitable nature. Meeting room facilities are unavailable for baby showers, birthday parties, weddings, and

similar functions, and the meeting room facilities are unavailable for groups who charge an admission or class fee, sell items, promote items or services for sale or future sales, or request donations for attendance or participation. However, groups may collect membership dues from members at meetings. Groups who misrepresent the nature of their meeting may no longer be able to book the meeting rooms.

3. The Library does not sponsor/support groups using meeting room facilities, and publicity announcing meetings should in no way imply Library sponsorship. The name/address of the library is not to be used in advertising of any kind except as a meeting location. The library may not be used as a mailing address and the library's phone number may not be used as a contact for program information.
4. Meeting room facilities are provided free to qualifying groups unless the group provides refreshments or catering. A non-refundable cleaning fee is required upon approval of the reservation. Should the group fail to pay the cleaning fee, or should the facilities be left in a disorderly or dirty condition, the group will not be permitted to meet until the account has been settled. Depending on the severity, future reservations may be declined. The Library does not provide use of tablecloths, dishes, eating utensils, paper goods, or coffee making supplies or appliances. All catering requests by meeting room applicants shall be directed to the library café vendor, who shall have the right of first refusal.
5. Meetings of group participants under 19 years of age must have an adult sponsor in attendance. Groups of participants 12 years and under must have at least one adult sponsor for every five participants. Groups of participants ages 13-17 must have an adult sponsor for every ten participants.
6. Signs, decorations, or other objects are not to be taped or attached to walls, doors, or equipment in any manner. Equipment provided in meeting rooms may be used only in the meeting rooms. No equipment or furniture is to be removed from the meeting rooms. Groups using the rooms are responsible for reimbursing the library for any damage to library furniture or equipment.
7. A maximum of 12 meetings per calendar year with no more than one meeting per month will be scheduled. Reservation requests must be submitted no later than three business days prior to the date/time requested. The Library reserves the right to withdraw a previously approved meeting room reservation, providing as much advance notice as possible.

8. The following hours are available for meeting room usage. Groups will not be able to enter rooms early or remain later than the designated time previously set by the group contact person.

Monday	9:30am – 8:30pm
Tuesday	9:30am – 8:30pm
Wednesday	9:30am – 8:30pm
Thursday	9:30am – 8:30pm
Friday	9:30am – 5:30pm
Saturday	10:30am – 5:30pm
Sunday	1:30pm – 4:30pm

9. Additional meeting rooms and study spaces may be available on the main level of the library for patrons to use on a first-come, first-served basis. Time limits and reservation protocols will be set by the Library to ensure non-discriminatory access.

SECTION VI LIBRARY TECHNOLOGY AND EQUIPMENT

INTERNET SAFETY AND ACCEPTABLE USE

The Hoover Public Library provides free and open access to ideas and information through the internet. Though unregulated and sometimes providing access to information that is illegal, inaccurate and sometimes offensive, the internet is an essential medium for obtaining and transferring information of all types.

The host site for our internet access is the Public Libraries in Jefferson County (PLJC.) PLJC is the countywide, non-profit organization dedicated to providing Internet access and many other services to 41 public libraries around Jefferson County. The Library filters public, staff, and wireless computers for child pornography, obscenity and material deemed “harmful to minors” by the Children’s Internet Protection Act, but no filtering service is completely effective. Adult patrons have the legal right to ask staff to unblock filtered sites. If a staff member determines that a site violates Library policy, the patron will be asked to leave the site. Because the filter may block some sites that are more obscene or harmful to minors, patrons under the age of 18 may have the filter disabled only with their parent/guardian’s permission to bypass the filter and only with the parent/guardian present. Parents/ Guardians must remain with the child while the filter is disabled. Thus, the library attempts to ensure the protection of minors from harmful material by requiring a filter or requiring parent/guardian supervision of unfiltered internet use. The Library does not endorse, support or condone the use of its equipment for materials that violate generally accepted community standards. All users of the Hoover Public Library assume responsibility for using computer workstations in an ethical and legal manner in accordance with Library policy and local, state and federal laws.

The Library is not responsible for a patron’s internet use. The user, or the parent/legal guardian of a minor, is responsible for his or her own session at all times.

The Library reserves the right to terminate an internet session that disrupts Library services or that involves user behavior that violates Library policy.

As with all Library resources, the Library affirms the right and responsibility of parent/legal guardian, not Library staff, to determine and monitor their minor children’s use of the internet. The parent/legal guardian is responsible for their minor children’s use of Library resources and facilities.

Unacceptable Use

Among the uses that are considered unacceptable and which constitute a violation of this policy are the following:

1. Uses that violate the law or encourage others to violate the law. Transmitting of offensive or harassing messages, offering for sale or use any substance or use of which is prohibited by law, or transmitting or downloading child pornography. Other specific uses that violate Alabama State Law include:
 - Dissemination or public display of obscene matter is a misdemeanor in Alabama. Code of Alabama 13A-12-200.3.
 - Dissemination or public display of obscene matter containing visual reproduction of person less than 17 years of age involved in obscene acts is a Class B felony in Alabama. Code of Alabama 13A-12-191.
 - Violation of the above State ordinances 13A-12-200.3 and 13A-12-191 may subject you to loss of Library privileges or criminal prosecution.
 - Copies obtained from the Internet may be subject to copyright law. Violation of the law may subject you to an action for damages and/or an injunction.

2. In the public viewing area of minors, uses that are deemed obscene. The Library uses these three tests to determine whether a work is obscene:
 - Whether the “average person, applying contemporary community standards would find that the work, taken as a whole, appeals to the prurient interest”
 - Whether the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by the applicable state law, and
 - Whether the work, taken as a whole, lacks serious literary, artistic, political or scientific value.

3. In the public viewing area of minors, uses that are deemed “harmful to minors.” CIPA defines “material that is harmful to minors” as any picture, image, graphic image file or other visual depiction that:
 - taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
 - depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals and;

- taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.
4. Uses that cause harm to others or damage to property. Engaging in defamation; uploading virus or other harmful forms of programming or vandalism; participating in "hacking" activities or any form of unauthorized access.
 5. Uses that jeopardize the security of the computer network or other networks on the Internet. Disclosing or sharing the user's library card password with others; impersonating another user; using one's own software programs on the Library's computers unless otherwise designated; altering the Library's computer settings; connecting equipment (i.e. laptops, PCs, wireless access points) to the wired network; damaging or modifying computer equipment or software.
 6. Uses that compromise the safety and security of minors when using e-mail and other forms of direct electronic communications. Minors may not disseminate private information about themselves or others. This includes giving out credit card and Social Security numbers and arranging without the permission of a parent/legal guardian any face-to-face meetings with others they have "met" on the computer network or Internet.

Internet Safety

All users are advised that access to the electronic network may include the potential for access to materials inappropriate for children. Every user must take responsibility for his or her use of the computer network and Internet. A parent/legal guardian must take responsibility for their children's use of the computer network and Internet.

Minors using the computer network or Internet should not reveal personal information. They should never give out a home address or telephone number, real last name, or any other information to people who might try to locate them. Children should not arrange face-to-face meetings with people they have "met" on the Internet. Regardless of age, users should never agree to meet people they have communicated with on the Internet in a secluded place or private setting.

It is a violation of this policy to use the public library computer network or the Internet to gain unauthorized access to other computers or computer systems, or to attempt to gain such unauthorized access. Any use which violates state or federal law relating to copyright, trade secrets, child pornography, or which violates any other applicable law or municipal ordinance, is

strictly prohibited. It is also a violation to use the Internet in a public viewing area of minors to access sites that are obscene or “harmful to minors,” as defined by CIPA.

Personally identifiable information concerning users should not be disclosed or used in any way on the Internet without the permission of a parent/legal guardian of a minor child. Users should never give out private or confidential information about themselves or others on the Internet.

While the Library endeavors to provide access to information of the highest quality, the Library specifically disclaims any warrant as to the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.

The Library will have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service. The Library, having installed filtering technology, will have no liability for damages related to the operation, failure, or user circumvention of the filter.

Since software and information downloaded from any source, including the Internet, may contain computer viruses, users are advised to utilize virus-checking software on their home computers. The Library is not responsible for damage to removable drives or computers or for any loss of data, damage or liability that may occur from use of the Library's computers.

Failure to comply with this policy and its procedures may result in the forfeiture of the user's right to access Library computers or ultimately to the library for a specified amount of time. First offense will result in an official warning. Second offense will result in complete loss of computer privileges at the library for six months. Any further offenses result will result in an immediate one-year loss of computer privileges. Patrons may appeal penalties to the Library Board whose decision is final.

PUBLIC COMPUTERS: GUIDELINES FOR USE

The Hoover Public Library offers computers to access the Internet, the Library catalog, online databases, educational games and Microsoft Office products. The Library recognizes that technology is vital to its patrons for educational, recreational and business purposes. The Library has established the following guidelines to ensure the equitable and fair use of its computers:

1. All patrons must abide by the Internet Acceptable Use and Safety Policy.
2. Information may be saved to removable drives or temporarily to the computer's Documents folder.
3. The Library is not responsible for damage to any personal storage device resulting from the information downloaded, computer malfunction or viral infection.
4. Information may be printed through the Library's print system. Patrons may pay for printed or copied documents using cash or credit cards.
5. The Library has time limits on public computers to ensure equitable use. Patrons must use their library card to access computers. Patrons who cannot obtain a library card may request a guest pass at any staff desk.
6. Staff will provide assistance to patrons as time and knowledge permits.
7. Patrons providing their own paper are still responsible for purchasing prints and copies through the print system. Patrons must ask for assistance when using their own paper.
8. Two PCs in the Technology Hub are set aside for patrons to load their own software. Patrons are responsible for the installation and use of all software; staff assistance is limited to the functioning of the PC. Patrons with a valid library card and a government-issued photo ID may also check out a laptop on which they can load their own software. These laptops are available in the Technology Hub and are for in-library use only.
9. Computers will be logged off if unattended for over 10 minutes.
10. The Library is not responsible for lost work.
11. Patrons may not alter any of the Library's computer equipment.

12. Patrons may not abuse Library computers and equipment.

HOOVER HOT SPOT AND LAPTOPS: GUIDELINES FOR USE

Free, filtered wireless Internet access is available at the Hoover Public Library. Patrons can use their personal laptops or other wireless devices to access the wireless network. Laptops are available for checkout to patrons with a valid PLJC library card and a government-issued photo ID. Library laptops are for in-library use only.

1. Wireless devices must be 802.11b or 802.11g compliant. Patrons must check with the manufacturer of their wireless device to determine compatibility.
2. The Hoover Hot Spot is a filtered network in compliance with the Children's Internet Protection Act (CIPA). This filter applies to Library-owned as well as patron-owned wireless devices.
3. By choosing this free service, patrons agree to abide by the Library's Internet Safety and Acceptable Use Policy. This policy states the limitations of the Library's Internet access and patron responsibilities for using that access.
4. The Hoover Hot Spot is not a secure network. Users should be aware that information sent to and from a wireless device may be captured and viewed by other users.
5. Use of the Hoover Hot Spot is at the patron's own risk. The Library assumes no responsibility for the safety of equipment or for laptop computer or other wireless device configurations, security or data files resulting from connection to the Library's wireless network.
6. Library staff will provide limited technical assistance, but cannot guarantee that users can make a successful connection to the wireless network.
7. The Library wireless network is accessible throughout the 85,000 square foot building. However, users may encounter "dead" spots where wireless reception is limited.
8. Patrons who check out a Library laptop must meet the following requirements:
 - a. Patron's account must be in good standing and current (i.e. no fines over \$5 and not expired).

- b. Patrons must leave their valid driver's license or other government-issued photo ID with the Technology Hub Attendant for the duration of the laptop loan period.
- c. Patrons under 16 who do not have a driver's license must have their parent's permission to checkout a laptop. Parent must provide a library card AND driver's license or other government-issued photo ID.
- d. Patrons may not leave their laptops unattended. Patrons are responsible for replacement costs due to damage or loss.

MOBILE HOTSPOTS

The Library provides mobile hot spots which Hoover residents over the age of 18 can check out for use outside the library. Some of these hot spots are funded through the federal Emergency Connectivity Fund (ECF). Any ECF funded equipment can only be provided to patrons who declare they do not have access to the equipment or services sufficient to access the internet.

COPY MACHINES

The Library provides copy machines to the public. The machines accept cash or credit card payments. Adherence to copyright law is the responsibility of the copy machine user. While the operation of the copy machines is the responsibility of the patron, the Library staff will provide instruction and assistance as needed.

PUBLIC PRINTERS

Both color and black and white copies may be printed, for a charge, from computer workstations to the public printers located throughout the library. Patrons may pay for prints using cash or credit cards. Patrons may not load any paper medium that could be damaging to printers.

FAXING SERVICE

The Library provides patrons with a free online fax service. A staff member must send all faxes. Patrons may not receive faxes. Patrons may not send unsolicited faxes or faxes of a threatening, illegal, copyrighted or inappropriate nature. The Library is not responsible for the loss or non-receipt of any fax. Receipt of fax status is available if requested prior to sending the fax.

SECTION VIII GENERAL LIBRARY RULES

GENERAL RULES

All people are welcome at the Hoover Public Library. Library patrons are expected to adhere to generally accepted rules of conduct. Problem behavior is any behavior exhibited by a patron that either consciously or unconsciously violates or restricts the rights of others or disrupts Library operations. Failure to adhere to the Library's policy may result in loss of library privileges or removal from the library. Any illegal act or conduct in violation of federal, state, or local law, ordinance or regulation is not permitted. The following guidelines for behavior/use should be observed, but should not be considered all-inclusive:

1. Disruptive behavior is prohibited. Any verbal abuse, sexual or general harassment, excessive noise (including loud personal or cellular conversation) or threatening gestures toward library patrons or staff is prohibited.
2. The Library does not act in loco parentis.
3. Children under age seven must be directly supervised by an adult (age 18 years and older) at all times. Children under 14 may not be left at the library without adult supervision. The authorities may be notified if children are left unattended.
4. The Library assumes no responsibility for the safety of any child who is left in the library. Likewise, the Library assumes no responsibility for the safety of a child if the child leaves the library.
5. Parents, not library employees, are solely responsible for all materials, displays and programs their children under the age of 18 view while in the library.
6. Children may not be left in vehicles unattended. If a child is left in a vehicle unattended, the Hoover Police will be notified immediately.
7. Pets may not be left in vehicles unattended. If a pet is left in a vehicle for an extended amount of time, the Hoover Police and Animal control will be notified.
8. All organized groups of children must be accompanied by an adult supervisor (age 18 years and older) at all times.

9. Tobacco, illegal drugs and weapons are prohibited from use on Library property at any time. Alcoholic beverages are prohibited during normal operating hours.
10. The Library may serve alcoholic beverages at designated library events. All such events take place after hours, unless determined as a special event by the Library. All alcoholic beverages are donated to the Library by the Friends of the Library or an outside vendor. All alcoholic beverages are served and monitored by a licensed bartender.
11. Smoking is prohibited within ten feet of the building.
12. Patrons are required to dress appropriately while in the library. Shirts and shoes are required.
13. Patrons must use Library materials, equipment and facilities properly.
14. All materials must be checked out before leaving the library.
15. Service animals are the only animals allowed in the library. Libby, the Library's Facility Dog, will be removed from any area where a service animal is present.
16. To ensure library safety and security, Library officials may inspect any bags, briefcases and similar items.
17. Solicitation is prohibited in the library and on library premises. The Library may allow non-profit organizations to set up a table outside the library for the purpose of fundraising and/or promotion of their organization on an extremely limited basis. Only one organization will be allowed at any given time and may be limited to only once per calendar year in order to allow equitable access.
18. Patrons must comply with the Library's emergency evacuation/ disaster procedures.
19. Patrons must comply with the Library's parking rules. Patrons may not park in front of the library entrance or book return. Patrons may not park in a handicapped accessible parking space without a handicapped placard in the windshield or a license plate attached to the bumper.
20. Authorized entrances and exits must be used.

21. Library users will not interfere with or obstruct the free passage of other users or Library staff in or onto Library premises, including, but not limited to, placing objects such as bicycles, skateboards, furniture, easels, tripods, and/or leashed animals in public entry areas inside and/or outside of the library where they may impede movement (or block entrance and egress in an emergency situation.) This includes any outside stairs or handicapped ramps, and any covered areas outside of the building. This restriction will only apply during the Library's hours of operation.
22. The inside of the library is not a traditional public forum. Library users have the rights consistent with the nature of the public library. The Library may impose restrictions that are reasonable in light of the library's purpose and circumstances. The library is not a public forum for other expressive activities unless those activities are specifically authorized by the library. The outside of the library is a traditional public forum. This area is devoted to the free exchange of ideas.
23. Patrons must adhere to the library guidelines for proper computer usage.

Library supervisors are authorized to evaluate problem situations and take appropriate action, by either asking patrons to discontinue the behavior, issuing an official warning or requiring patrons to leave the library. Employees may also notify the authorities.

Patrons who violate Library rules, pose a serious threat to the Library, participate in any illegal behavior or show continued disrespect to the staff or other patrons will be banned or trespassed from Library premises by the Hoover Police Department.

PATRON COMMENTS

The Library welcomes feedback from its patrons and ask that patrons fill out a comment card when they have a compliment, complaint, idea or request. A Library Manager will respond to the patron's comment when contact information is supplied.

If a Library patron feels that the Library is improperly or prejudicially applying or failing to apply the rules, regulations, and/or procedures of the Hoover Public Library, he/she may challenge the decision by filing a patron grievance. The purpose of this grievance procedure is to provide a standard process for timely investigation and resolution of complaints.

Grievance Procedure

Step 1

If a patron has a grievance about any matter concerning Library privileges, the patron must report it to a Library Manager within three (3) business days of the event. The Library Manager must respond within three (3) business days. No written record of the grievance action is required at this level.

Step 2

Within three (3) business days of receipt of the Library Manager's decision or non-response, the patron may submit a written grievance to the Library Director. The Library Director shall respond within ten (10) business days.

Step 3

Within ten (10) business days of receipt of the Library Director's decision or non-response, the patron shall have the right to appeal the grievance in writing to the Library Board of Trustees, with a copy bearing the same date to the Library Director. This appeal must contain:

- Specific complaint with dates of incidents and circumstances leading to grievance
- Specific remedy being sought
- Previous decisions relating to this grievance
- A notice of appeal of those decisions
- A request for a hearing before the Library Board

The Library Director shall inform the City Attorney of the grievance.

The patron shall be allowed a hearing before the Library Board with legal counsel of choice, if desired.

The Library Board will make the final decision regarding the grievance and will present their decision to the Library Director within ten (10) business days after the hearing. The Library Director will send a copy of the Library Board's decision to the patron and to each of the Library Board members. A copy of the grievance, its supportive documentation and the final decision will be kept on file.

Because the full responsibility for the Library's operation rests with the Library Board, their decision is final and binding.

FIRST AID

In the event of a serious health-crisis, staff will immediately call for emergency services. Employees who are trained in CPR or in using the automated external defibrillator (AED) are encouraged to assist, if appropriate and if the employee feels competent to do so. But the Library is not a healthcare provider, and providing medical assistance is not part of a Library employee's job. Any assistance provided by Library staff is done so voluntarily by the individual employee in the employee's individual capacity and not as an employee or agent of the Library.

Employees may provide patrons with ice, water, and band-aids, but employees cannot provide or apply any medication such as aspirin, EpiPens, Tylenol, or ointments. Employees are allowed to provide drinks with sugar, if requested and if available. Employees may voluntarily and in their individual capacities (not as employees or agents of the Library) apply gauze and pressure if a patron is bleeding. Employees also may voluntarily and in their individual capacities (not as employees or agents of the Library) assist with medications that the patron owns.

If a patron falls and cannot get up on their own, a Library employee will call for emergency services. Employees can lend a hand for patrons to steady themselves, but employees cannot move or lift patrons in any way.

LIBRARY SURVEILLANCE

Selected areas of the library are equipped with video cameras for the protection and safety of patrons, employees, assets, property, and to identify persons breaking the law or violating the Library's Code of Conduct. A sign is posted at the library entrance informing the public that security cameras are in use.

The purpose of this policy is to establish guidelines for the placement and use of digital video cameras and still photographs, as well as the access and retrieval of recorded digital video images and still photographs at the Hoover Public Library. Video monitoring and recording will be conducted in a manner consistent with all existing applicable laws and ordinances.

Security Camera Locations

Reasonable efforts are made to safeguard the privacy of patrons and employees. The video security cameras are positioned to record only those areas specified by the Library's Director/designee, and will complement other measures to maintain a safe and secure

environment in compliance with Library policies. Camera locations shall not be changed or added without the permission of the Library Director.

Cameras may be installed in locations where the staff and patrons would not have an expectation of privacy. Examples include common areas of the library such as entrances, near book and media collections, public seating, delivery areas and parking lots. Cameras will not be installed in areas where the staff and public have a reasonable expectation of privacy, such as restrooms; nor are they positioned to identify a person's reading, viewing or listening activities in the library.

Access to Digital Images

Only the Library Director, or his/her designee, are authorized to access the recorded archival data in pursuit of criminal activity, litigation or violation of the Library Code of Conduct. Authorized individuals, with notice to the Library Director, may ask other staff to review recorded data to ascertain security concerns related to a specific incident.

City of Hoover law enforcement may have access to live, not archived, library surveillance footage to assist them in responding to emergency situations only.

Such persons shall not violate any laws relevant to this policy in performing their duties and functions related to the video security system.

Library employees are to review and comply with this policy.

Use/Disclosure of Video Records

- Video records and still photographs may be used by authorized individuals to identify those responsible for Library policy violations, criminal activity on Library property or actions considered disruptive to normal Library operations.
- Video records may be shared with authorized Library employees when appropriate, upon approval by the Library Director, to identify those banned or trespassed from Library property and to maintain a safe, secure and policy-compliant environment.
- Under certain circumstances, individuals authorized under this policy may use a still photograph or selected portions of recorded data to request law enforcement review for assessing the security risk of a specific individual or for investigating a crime on Library property.
- Video records shall not be used or disclosed other than as specifically authorized by this policy.

Video records may contain personally identifiable information (patron information) about an individual who has used any Library service or borrowed any Library materials. Those individuals will be accorded the same level of confidentiality and protection provided to Library users by law, and Hoover Public Library policies on confidentiality and privacy.

All requests by law enforcement for security camera footage or still photographs will be referred to the Library Director. In his or her absence, direct requests to the Assistant Library Director or a Library Manager.

In the event of a search warrant, which is executable immediately, Library administration will comply with the search warrant and consult with legal counsel. Upon receipt of a subpoena or other court order, Library administration shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, Library administration shall insist any defect be remedied before releasing records which contain patron information.

General Public Requesting Access to Security Camera Footage

Confidentiality and privacy issues prohibit the general public from viewing security camera footage. If the Library receives a request from the general public to inspect security camera footage which contains patron information, the general public will be advised to file a formal complaint with the police department.

Retention of Digital Images

All images from the Library video security system are stored digitally on Library servers. Security camera footage is kept confidential and security recording equipment is housed in a locked area. Recordings are kept for no longer than 90 days in accordance with the Library's records retention schedule, unless required as part of an ongoing investigation or litigation.

Unauthorized Access and/or Disclosure

A breach of this policy may result in disciplinary action up to and including dismissal. Any Library employee who becomes aware of any unauthorized disclosure of a video record and/or a potential privacy breach has a responsibility to immediately inform the Library Director of the breach.