

STATEMENT OF POLICY OF THE LOVELAND PUBLIC LIBRARY

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STATEMENT OF POLICY OF THE LOVELAND PUBLIC LIBRARY

Mission Statement of the Loveland Public Library

The mission of the Loveland Public Library is to inform, enrich and inspire a strong, engaged community.

I. General Library Policies

- A. The Library recognizes and participates in the Colorado Library Card (“CLC”) program and all Library policies apply to CLC participants.
- B. The Library supports and complies with state laws providing for privacy of patron records (C.R.S. Section 24-90-119) as well as the Library Privacy Guidelines (Appendix A).
- C. The Library adopts and supports the American Library Association Library Bill of Rights (see Appendix B).
- D. The Library supports free speech as an integral part of our community and our nation as established in the Freedom of Speech Commitment (see Appendix C).
- E. The Library endeavors to maintain equal opportunity or reasonable accommodation when providing services to all patrons regardless of sex, age, religion, disability, nationality, sexual orientation, or race.
- F. The Library establishes rates, fees and charges annually through the city budget process.
- G. The library supports the copyright law of the United States (Title 17, United States Code) and the patent law (Title 35, United States Code).

II. Library Card Policies

- A. Policy Statement. The Loveland Public Library issues library cards to eligible users to provide access to library resources and services, while responsibly managing public assets.
- B. Application. Library cards and replacements are free. The Library provides library-card account applications in English and Spanish. Online card applications are designated internet-only accounts until a patron applies in person. One person may not have multiple library card accounts, except in the case of joint custody of a minor. In this case, the minor is eligible to have two accounts, a separate card account for each parent that co-signed.

- C. Renewal. Library cards renew at three-year intervals in order to maintain current patron account information.
- D. Responsibility and Suspension. Each cardholder agrees to abide by library policies and regulations. Failure to do so could result in suspension of the library card account. Suspension of library privileges may be appealed by a written request for a hearing before the Library Board.
- E. Fees. Library card accounts are subject to fees determined by the Library Board and documented by the library's fee schedule.
- F. Library Card Eligibility and Access. The library offers a variety of library card accounts in response to distinct patron needs. Restrictions are guided by the library's public resource management responsibilities.
 - 1. Full Access. All print, electronic, and digital resources are accessible.
 - a. Picture identification and proof of current Colorado address is required for adult and legally emancipated minor library cards. Library cards for staff, retired staff, and library board members have full access.
 - b. Full access library cards for minors under the age of 11 require a signature of a parent or legal guardian, with current Colorado residency, and who assumes financial responsibility for borrowed items.
 - 2. Limited Access. Restricted access to print, electronic, and digital resources.
 - a. Adults, minors, teens with limited proof of Colorado residency or without a parent/legal guardian co-signor.
 - b. Out-of-state visitors.

III. Circulation Policies

- A. Loan Periods. The standard loan period for library materials is 21 days with the exception of select collections. The Circulation Procedures Manual, with Loveland Library Board approval, documents updated loan periods for borrowed, lost, damaged, or overdue materials. A copy is available for examination at the Patron Service Desk. Loan periods for Flatiron Consortium and interlibrary loan materials are determined by partner lending libraries.
- B. Loan Limits. Patrons without card restrictions may check out a total of fifty (50) material items on their account. Other materials such as DVDs, magazines, video

games, and manga can have loan limits within their categories. Loan limits on specific digital platforms are set according to each platform.

- C. **Loan Returns.** Patrons shall return borrowed materials to the Library-designated check-in locations within the building or outside Library book drops. Patrons returning materials in non-designated locations shall be liable for loss or damage of materials.
- D. **Holds.** Patrons without card restrictions may place holds on Library, Flatiron Consortium, Prospector, and MOBIUS materials and are notified when ready for pick-up. Some Loveland Public Library materials cannot be put on hold, such as Lucky Day materials with restricted loan periods.
- E. **Renewals.** Patrons may renew items if there are no holds on the items or if the maximum renewal limit has not yet been reached. See Library Procedures Manual for hold/renewal methods, limits, and restrictions.
- F. **Material Replacement.** The Loveland Public Library no longer assesses fines for overdue items. The Library does collect replacement charges for lost and/or damaged materials, which includes the replacement price of the item (according to the library's database) and any processing fee. Accounts that accrue \$50 or more of charges will be sent to a collection service agency for repayment. Details regarding material replacement and processing fees are in the Circulation Procedures Manual.
- G. **Reference Material Loans.** A limited number of items in the reference, non-circulating collection may be loaned for short loan periods (1 – 3 days) with special permission from the librarian in charge.
- H. **Teacher Loans.** Certified teachers with a current Teacher's Library card may check out books for classroom use with an extended loan period (6 weeks). Details regarding how librarians may serve teachers by selecting books for classroom use are available in the Library Procedures Manual. All loan policies and procedures apply.

IV. Library Services

- A. **Hours.** The Library Board will establish hours of service with the goal of providing maximum service to the community within the constraints set by the budget.
- B. **Meeting Room Policies.**
 - 1. The Gertrude Scott Meeting Room and Erion Foundation Community Room are available for individual or group study as scheduled through the City of Loveland Facilities Coordinator at 970- 962-2115. Individuals requesting to preview the meeting rooms must schedule the preview through the City of

Loveland Facilities Coordinator. The Library has adopted the City's Facilities Rental Guidelines.

2. Conference/Study Rooms.

- a. Study rooms are available during the Library's public hours.
- b. Reservations for study rooms can be made up to one (1) month in advance.
- c. Reservations can be made for a maximum of two (2) hours. If a patron is late by fifteen (15) minutes or more in claiming a reservation, the room will be made available for others to use.
- d. Only one study room may be reserved per patron or group per day.
- e. The Library provides one conference/study room in the Teen area and one conference/study room for the Children's area. These conference/study rooms are designated for use by the areas' respective clientele and adults working with them. Other conference/study rooms (Longs Peak, Chapin Mountain, Hague's Peak, and Dunraven) may be used by Library patrons of any age. Use of the conference/study rooms will be determined by the librarian in charge of the area.

3. iLearn Classroom.

- a. The iLearn classroom provides equipment for group instruction.
- b. The iLearn classroom is available for rental by outside agencies and private entities on a first come, first served basis.
- c. The iLearn classroom can be scheduled up to one month in advance unless preapproved by Library Technology and Innovation (LTI) staff. Requests for additional equipment can be made at this time and LTI staff will evaluate whether the request can be reasonably accommodated.
- d. The library provides technical support for library-provided equipment during set-up and course session and the rental agreement between the Library and the outside agency or instructor. Instructors provide all additional resources and material.
- e. Support is only provided for preinstalled software. Additional non-licensed software can be installed at the discretion of staff if provided information one month in advance.

- f. Fees for City of Loveland departments, boards, commissions and city-affiliated groups may be waived at Library Staff's discretion.
- C. Telephone Policies. In the event of an emergency, Library staff may page a patron and provide the caller's name and telephone number to the patron being paged once they are located. It is the responsibility of the patron being paged to return the telephone call. Library staff will not give out any information about a patron to the caller.
- D. Library Equipment Use Policies.
1. The Library assumes no responsibility for any loss of or damage to a patron's personal information, materials or equipment resulting from the use of the Library's equipment or materials (e.g., media items, photocopiers, computers and peripheral storage devices, microform machines, wireless computer use, etc.).
 2. Patrons will be charged for use of certain Library equipment according to the Library fee schedule.
 3. Library staff may hold the patron's library card, driver's license, or other form of identification, or personal item such as car keys while equipment is being used.
- E. Art Displays. Permanent artwork is selected and displayed in line with Loveland Municipal Code 12.60 etc. Artwork may be exhibited in specified display cases for a temporary period in the Library at the discretion of the Library Director and/or the Art Selection Committee, subject to the following:
1. Art In The Galleria.
 - a. The Art Selection Committee will consist of Library staff members appointed by the Library Director, Library Board members appointed by the Library Board, and Friends of the Library (FOL) members as determined by the FOL.
 - b. The artwork displayed may be advertised for sale, subject to the approval of the Art Selection Committee. Sales will be managed by the FOL with the FOL retaining a percentage of the sale.
 2. Artwork created by children and teens may be displayed in the Children's and Teenseen areas at the discretion of Library Staff.
- F. Posting Information. The Library provides bulletin boards and pamphlet racks for publicizing non-profit community services or agencies as well as cultural,

educational and civic events. These bulletin boards and pamphlet racks are available subject to the following regulations:

1. All posters, pamphlets and/or flyers shall be submitted to the Library staff for approval prior to display and shall be placed by a staff member. Private or commercial announcements shall not be posted.
2. No information shall be displayed outside the designated areas unless they pertain to the Library, City government or local schools, subject to staff approval.
3. Bulletin board notices shall be dated when posted and event posters shall be displayed for a set length of time at the discretion of Library Staff.

G. Internet Policies.

1. General

- a. Loveland Public Library provides access to the Internet as an information service to its patrons. It is the individual user's responsibility to demonstrate judgment, respect for others and appropriate conduct while using Library resources and facilities.
- b. Public access to the Internet is available to all patrons of the Library who are not under current suspension for use of facilities. Visitors can be issued a guest pass at staff's discretion to use library computers.
- c. The Library reserves the right to restrict Internet protocols and functions at the staff's discretion.

2. Information accessed.

- a. In accordance with state law, all Internet PCs accessible to minors in the Library have been equipped with filtering software. Warning: No filter is one hundred percent effective in blocking information that an individual may find offensive or inappropriate.
- b. Patrons can be asked to move to a different location or computer if circumstances require. If patrons are not following computer lab behavior expectations, they can be asked by staff to leave the lab or the library.
- c. While the library respects patrons' privacy and does not actively monitor what patrons are accessing on the internet, it is still possible for staff to view patrons' screens when passing by the computer or to

remote access into a computer to provide assistance or to ensure library policies are being followed.

3. Patron Security.
 - a. Patrons should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding patrons' activities. Library staff, Library Board members, other City personnel and members of City Council are not responsible for any loss incurred by a patron of the Library's computer or telecommunications equipment.
 - b. The City of Loveland will not release information on patrons' use of specific Internet resources except as required by law or when necessary for the operation of the Library.

4. Access
 - a. The Library and its staff are not responsible for any loss of data caused by viruses, power fluctuations or misuse of the equipment.
 - b. Library patrons shall not install, access or alter any software or hardware on Library equipment.
 - c. Library staff may provide limited help with basic computer use and individual instruction at staff's discretion. Patrons are responsible for learning and completing desired tasks.
 - d. Misuse or illegal use of the Library's computer equipment may result in loss of computer use, suspension of Library use privileges and/or legal action.
 - e. Promoting and viewing obscene material (as defined in LMC § 9.20.020) or sexually explicit materials (as defined in CRS §18-7-502) is prohibited within the Library. By simply showing another Library patron or Library staff member obscene material, a patron may be cited and charged with a violation of LMC § 9.20.020.
 - f. Internet stations located in the Children's area are only for use by minors under the age of 11 or by adults accompanying a minor under the age of 11. Internet and gaming computers in the Teen area are for use by minors ages 11 to 17.

5. Internet Safety for Minors.

In accordance with state law (C.R.S. § 24-90-601 et seq.), filtering software has been installed on all Internet PCs accessible to minors. This software may be temporarily disabled on all PCs except for those located in the Children's area under the following circumstances:

- a. For use by an adult with staff approval.
- b. For use by a minor for bona fide research or other lawful purposes, so long as the use is supervised by an administrator, supervisor, parent, guardian or other person authorized by the Library to supervise such use.
- c. For use by a minor when a parent or guardian has provided explicit written approval.

6. Wireless.

- a. As a service to its patrons, the City of Loveland provides free wireless Internet access. The Library does not provide technical support for wireless users.
- b. The Library does not guarantee bandwidth, connectivity, or strength of signal.
- c. This is a public network. Wireless traffic is logged by the City and it is at the City's discretion to limit use. Wireless users are responsible for providing for the security of their own equipment and electronic communications.
- d. By using the wireless network, patrons agree to comply with this wireless use policy, as well as the Library's policies concerning use of the facility and standards of acceptable behavior. The Library exercises no control over, and will not be held responsible for, user-supplied equipment or Internet content that patrons choose to access or create using their own equipment.

H. Makerspaces.

1. Library makerspaces promote creativity, ingenuity, and entrepreneurship by creating opportunities for individuals to collaborate, innovate, inspire one another and generate content. Makerspaces provide open access to a wide variety of equipment, tools and technology through hands-on fabrication, guided exploration and classes.

2. Loveland Public Library is not responsible if a project is destroyed, does not print correctly or does not work. Loveland Public Library is not responsible for any manufacturing defects or the quality of workmanship of any of the tools, materials or equipment supplied.
 3. Library staff reserve the right to halt, delete, or disallow the creation of items that violate Loveland Public Library policies, including the creation of weapons, obscene materials, or illegal items.
 4. Library staff reserve the right to alter files and adjust machine settings to suit the capability of equipment.
 5. Library staff reserve the right to monitor the use of space and equipment during all hours of operation.
 6. Library equipment including hardware, software (version and update), and settings are provided as is at time of use.
 7. Loveland Public Library is not responsible for damage, loss or theft of personal property or files.
 8. Patrons (or if minors, their parents or guardians) are responsible for any fees incurred for loss or damage of Loveland Public Library property, not associated with normal wear and tear, that is the result of inappropriate or unauthorized use of tools, equipment, or consumable materials (including design failures), or for clean-up of the tools, equipment or the space.
 9. The iCreate Lab is reserved for library cardholders who have signed a user agreement. Minors under the age of eighteen (18) must have a parent or guardian sign a user agreement prior to using the space.
 10. Reservation of the iCreate lab, including prior reservation, walk-ins, stations assignment, time limit, and reason for use shall be as specified in the user agreement.
- I. Library Program Policies. The Loveland Public Library offers programs intended to further the Library's mission to inform, inspire, and engage patrons and the community. Programs cultivate personal growth, spark curiosity, and build community for all ages, cultures, backgrounds, and interest groups.

Library programs are open to the public and generally offered free of charge, although, at the discretion of the Director, some library-initiated programs may fund-raise to the benefit of the Library or Friends of the Library. Some programs may charge to defray costs for materials or services.

1. Library-sponsored Programs. As part of the library's standards of practice, the library shall provide a wide variety of programming to a full range of patrons, including infants, children, teens, adults, and seniors. Library staff develop programming aligned with the library's mission, guiding principles, and developing audiences with ongoing evaluation of viability to ensure the best use of resources.
 2. Co-sponsored Programs. The Library may co-sponsor programs with community partners that are consistent with the Library's mission and guiding principles. The Library's co-sponsored programs are primarily free and open to the public. Programs co-sponsored with non-profit organizations may, at the discretion of the Library Director, assess a reasonable/minimal charge to cover the cost of the program or if the revenues are mutually beneficial for the future success of Library and co-sponsor programming. Library staff will vet instructors/performers for expertise and maintain the authority to decline partnering with anyone who does not meet the library's professional standards. In general, co-sponsored programs will be of public service in nature and on topics relevant to Loveland community members.
 3. Library-sponsored or co-sponsored programs may involve sale of items or fundraising activities. Items may include books, media, or other items by authors or performers/presenters as part of a Library program.
 4. Private Programs in Gertrude Scott and Erion rooms. The Library has two city-managed large meeting rooms in the building. The Library is not responsible for registration, student costs, classroom materials, marketing materials, content creation, or audio/visual equipment needs for programs that are outside of library-sponsored or co-sponsored programs that make use of these two rental rooms. Rental of these rooms does not indicate or imply endorsement, its content, or its outcome by either the Library or City of Loveland.
- J. Reference information. Library staff will exercise diligence in providing reference information. The City of Loveland, its elected and appointed officials and employees are not responsible for the accuracy or inaccuracy of any information provided to any patron or for the failure to provide information to any patron.
- K. Outreach Services. The Library will provide outreach services to underserved and infrequent users in line with the library's mission including school visits, homebound services, and community events.
- L. Lost and Found. Library and City staff and elected and non-elected officials are not responsible for items lost or stolen within the Library building. Items found will be held for a minimum of thirty (30) days and then discarded or donated to an appropriate governmental or private non-profit entity or charitable program to further the public purpose of benefiting the community and citizens of Loveland.

V. Collection Policies

A. General Policies.

1. The Library collection policies are intended to guide librarians in the review and selection of materials, and to inform the public of the principles that govern the Library's choice of materials.
2. The Library will provide, or attempt to secure, materials requested by patrons that are consistent with the Library's collection development policy and budget constraints.
3. The Library will attempt to provide materials to supplement resources available in school libraries. However, the Library cannot provide materials in the quantity needed for school class work.
4. The majority of the Library's collection is available on loan, including memorials. Exceptions may be made for reference materials and rare or fragile items.

B. Selection Policies.

1. Responsibility for selecting materials lies with the professional staff of the Library, operating within their areas of service, and considering public and interdepartmental suggestions.
2. General selection and retention criteria for all materials include:
 - a. Relevance of the material to community interests and needs;
 - b. Readability and literary quality;
 - c. Relation of the work to existing collection;
 - d. Current significance or permanent value;
 - e. Accuracy of material content;
 - f. Format and suitability for Library use; and
 - g. Price.
3. Library staff review a large number of items published, relying on outside sources to aid in selection and retention. These most often include:

- a. Favorable attention by critics, professional reviewers, and the public; and
 - b. Reputation and significance of the author or publisher.
 4. In addition to meeting the general selection criteria, materials for the Teen's and Children's collections shall meet the following criteria:
 - a. Content and vocabulary consistent with the ability and knowledge level of the intended patrons; and
 - b. Physical durability and attractive format.
 5. The Library contracts with a variety of vendors to provide access to digital content such as eBooks, audiobooks, databases, journals and visual media. Library staff evaluate the overall platform of each vendor using the above criteria, though not on an item-by-item basis.
 6. The Library provides access to outside collections and materials such as Interlibrary Loan, Prospector, and Flatirons Consortium, each of which follow their own selection criteria.
- C. Intellectual Freedom, Objections and Appeals.
1. The Library subscribes to the Library Bill of Rights of the American Library Association, which affirms that "no Library materials should be excluded because of the sex, age, race, nationality, or the social, political, or religious views of those contributing to their creation" (see Appendix B). Accordingly, books and other Library materials are chosen for their interest, information, and enlightenment value to the people of the community, not by the standards of one group in the community.
 - a. The Library will endeavor to procure and loan materials presenting various points of view. Materials will not be proscribed or removed from the Library based upon partisan interests or disapproval by any person or group of persons.
 - b. The Library will not regulate individual choice of materials; the collection is available to all patrons.
 2. The Library labels certain items as Children's or Teen's materials for patron guidance, but it does not act in loco parentis to review or regulate the materials minors use or check out. Some Internet sites and other Library materials may be considered inappropriate for children. Parents or guardians should guide their children and inform them as to what is and is not appropriate for them to access.

3. The Library will work with others to resist unlawful abridgement of the free access to ideas and freedom of expression that are the tradition and heritage of American citizens.
4. The Library subscribes to the Freedom to Read Statement and Freedom to View Statement prepared by the American Library Association and the American Book Publishers Council (see Appendix D and E). However, patrons shall comply with the Library policies regarding Internet access and laws regarding obscene materials (LMC§ 9.20.) and sexually explicit materials (CRS §18-7-502).
5. Library procedures for handling patron objections to materials included or not included in the collection are as follows:
 - a. The Library Director will respond to a written objection by providing the patron with a written explanation of Library policies, the Library Director's decision regarding the objection, the support for the decision, and an explanation of the procedures for the patron to appeal the decision of the Library Director. The Library Director's response will be sent (by US mail or electronically) no later than thirty (30) working days after the objection is received by staff.
 - b. To appeal the Library Director's decision regarding the challenged material, the patron shall file a written request for an appeal stating the grounds for appeal, and such written request shall be filed with the Library Director no later than thirty (30) days after the Library Director's response is sent to the patron making the written objection. The Board will receive the patron's written objection, the Library Director's written response to the patron's written request for an appeal, and copies of the material to which the patron objects, all for review prior to the next monthly Library Board meeting or the monthly Library Board meeting following that meeting if the Library Board determines it has not had sufficient time to review all the submitted materials. During the Library Board meeting at which the appeal will be considered, both the patron initiating the objection and Library staff will be afforded an opportunity to present their respective positions concerning the appeal to the Library Board. The Library Board shall render its decision at the next Library Board meeting following the hearing.
 - c. Challenged materials shall remain on the shelves and in circulation until a final decision has been made.

- d. The Library Board shall not consider an objection to materials previously challenged and adjudged unless a reasonable period of time has transpired in the judgment of the Library Board.

D. Weeding Policies.

Materials that are no longer useful in light of condition, relevancy, accuracy, space, or demand, shall be withdrawn from the collection according to professional practices.

1. Weeding shall be an ongoing activity.
2. At the discretion of Library Staff, items which are in usable condition may be donated to other libraries, non-profit organizations, or to the Friends of the Library. Items that are damaged and no longer usable shall be discarded.

VI. Gift and Donation Policies

Subject to any applicable provisions of state law, the Loveland City Charter or Loveland Municipal Code (“LMC”), the Library follows these policies concerning gifts and donations to the Library:

- A. Unconditional donations of gifts of books, art objects, and other materials may be accepted and will be retained or disposed of as the Library Director or designee deems appropriate and in the best interest of the Library. Library Staff will not appraise the value of donations or gifts. Staff can acknowledge receipt of donated materials if requested. If a donor requests return of unaccepted materials, the donor will have one (1) week to claim the materials after notification by Library staff. If the materials are unclaimed after one (1) week, the Library will dispose of the materials in a manner which is in the best interest of the Library.
- B. Conditional donations and gifts of money, real property, or stocks may be accepted if the conditions attached do not violate local, state, or federal law and are acceptable to the City of Loveland.
- C. Gift and memorial donations are subject to the same collection development policies as are purchased materials (see Section VI. Selection and Management Policies above).

VII. Publicity Policies

- A. Speaking and Presentations. Members of the FOL, Library Board and staff are encouraged to speak on behalf of the Library. Speaking engagements, including

subject matter and materials, will be reported to and pre-approved by Library Staff or designee. Materials prepared on behalf of the Library for use by press or media shall also be reviewed and approved by the Library Director or designee in advance.

- B. Photographs and Videos. Library facilities and grounds are public spaces, and the Library allows visitors and patrons to engage in casual filming and photography while present in Library facilities and grounds. Library staff cannot prevent and is not responsible for incidental or media filming or photography of Library visitors or patrons. Library staff members may terminate any filming or photography that appears to interfere with a patron's use of the Library or the Library's ability to conduct business, or to potentially compromise public safety.

VIII. Patron Behavior Policies

- A. The Loveland Public Library is a place for everyone, shared by the community, and used by many different people for widely different reasons. Patrons shall behave in a manner that will not disrupt other patrons, volunteers, or staff in the Library, or inhibit others' use of the Library collections, space, and services, including off-site events and programs.
- B. Library Staff are empowered to exercise reasonable judgment in assessing and enforcing Patron Behavior Policy. Enforcement may include verbal warning, revocation of Library privileges, and removal and/or suspension from the library. Examples of improper behavior or conditions include but are not limited to:
 1. Committing or attempting to commit any activity that constitutes a violation of federal, state, or local criminal law, statute, or ordinance.
 2. Disorderly conduct, harassment, verbal abuse, foul language, or bullying of, against or toward Library staff, volunteers, and/or patrons of the Library.
 3. Damaging property, including intentional misuse or negligence.
 4. Use of library restrooms for public bathing and other hygiene related tasks such as shaving and brushing teeth.
 5. Failure to wear shoes, shirts and appropriate clothing inside the library at all times, in accordance with state and local decency laws.
 6. No scooters, roller skates, roller blades, skateboards, skate shoes, or similar devices shall be used in the Library, and no bicycles or grocery carts shall be brought inside the building.

7. Bicycles shall be parked in designated bike racks and shall not be parked on walkways into the library or any designated book drop areas for reasons of patron safety and access.
8. No animals are allowed in the building with the exception of Americans with Disability Act specified service animals and animals that are part of a Library-sponsored activity. Animals that are out of control or not housebroken are subject to removal from the premises.
9. Smoking, vapor pens, e-cigarettes, and any use of tobacco or marijuana products are prohibited in the Library.
10. Food and beverages carried in containers with secure lids are permitted in the Library. Open containers are not permitted.
11. To protect the health, safety, and comfort of patrons, staff reserve the right to ask patrons to clean up any area of food, trash, belongings, or odor producing items
12. Consumption of alcohol without a special event permit or written permission of the city is prohibited in the Library. Intoxication is prohibited.
13. Lying down or sleeping in the Library is prohibited.
14. Library Staff reserves the right to inspect knapsacks, bags, or other containers. Suspected theft, due to the gate alarm sounding, may result in the suspension of library privileges. Library Staff also reserves the right to remove any knapsacks, bags, or other containers that have been left unattended.
15. Patrons shall not block or constrict the traffic flow of Library aisles, walkways, exits or entrances to the building.
16. Commercial solicitation, petitioning, peddling and other interactions in pursuit of selling goods or services or entreating Library patrons or staff are prohibited in the Library. Free speech activities are permitted outside of the Library at least ten (10) feet from the entrance to the buildings provided the activity does not create a dangerous condition, interfere with normal access and use of the Library, damage property or create an unnecessary maintenance expense for the Library.
17. Non-disruptive use of cell phones is permitted inside the Library. It is at the discretion of Library Staff to allow a patron to make a short, local phone call from a public desk. Due to the necessary staff use of library phones, call length must be kept to a minimum.

18. A patron whose bodily hygiene or odor is inhibiting others' use of the library may be required to leave the building. Upon resolution of the issue, the patron may return.
 19. Unlawful display of sexually explicit materials harmful to children as defined in CRS § 18-7-502 and promotion of obscene materials as defined in LMC § 9.2.020 are prohibited.
- C. Suspension. Engaging in prohibited behavior in the Library may result in the suspension of borrowing privileges and/or suspension of the patron's admittance to the building and grounds. Such suspension and/or denial of services may be in addition to any applicable criminal or civil charges and penalties.
1. Library staff may call a security officer and/or the police for assistance.
 2. The nature and seriousness of the rule or policy violation will determine the length of suspension and any conditions for reinstatement.
 3. Aggravating circumstances, even for a first offense, may result in a longer period of suspension.
- D. Trespass Orders and Other Restrictions. The Library will abide by and cooperatively implement Trespass orders, suspensions or other restrictions on an individual imposed by court order.
- E. Administrative Appeals. Any patron aggrieved by an action to suspend the use of the facility or borrowing privileges may appeal the action by filing with the Library Director a statement in writing setting forth the reason(s) such patron believes the suspension or action is improper within thirty (30) days. The Library Director will supply a written decision within thirty (30) days of receiving an appeal.
- F. Concerns, Complaints and Suggestions. Patrons have the right to bring concerns, complaints and suggestions to Library Staff, Administration, or the Library Board.
- G. Liability for Damage or Theft. Any patron who steals, attempts to steal, or damages or destroys Library material, furnishings, property or equipment shall be liable for repair, replacement, processing and any other associated costs. In addition, criminal charges, suspension of borrowing privileges and/or denial of admittance to the building for a period of time may also be imposed. The suspension of borrowing privileges and/or admittance to the building may be extended until the Library is reimbursed for the lost or damaged property.

H. Supervision of Minors.

1. Parents, guardians and caregivers shall follow the Library's Safe Child Policy (see Appendix F).
2. Library staff will cooperate with law enforcement officials in assisting with reported runaway child cases. (See Library Privacy Guidelines Appendix A).

I. Safe Space. Loveland Public Library is dedicated to providing a harassment-free experience for everyone, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate harassment of library patrons, volunteers or staff in any form. Harassment includes, but is not limited to:

1. Verbal comments that are likely to incite hate against a group or individual
2. Promoting and viewing sexual images in public spaces
3. Deliberate intimidation, stalking, or following
4. Harassing photography or recording
5. Sustained disruption of talks or other events
6. Inappropriate physical contact
7. Unwelcome sexual attention
8. Advocating for, or encouraging, any of the above behavior

APPENDIX A

LOVELAND PUBLIC LIBRARY GUIDELINES: PRIVACY POLICY STATEMENT

The Loveland Public Library (LPL) is committed to protecting the privacy of our patrons, donors, and other contacts. The Library's privacy policy is based on the following items:

- A. The Colorado State Laws providing for privacy of patron records (C.R.S. Section 24-90-119).
- B. The Colorado Open Records Act providing for privacy of public facilities users (CORA Section 24-72-204(3)(a)).
- C. The Loveland Public Library policy on assisting the police with runaways (VIII.H.2)

PRIVACY AND CONFIDENTIALITY GUIDELINES

Everyone (paid or unpaid) who provides governance, administration or service in libraries has a responsibility to maintain an environment respectful and protective of the privacy of all users. Users have the responsibility to respect each other's privacy (ALA).

Confidentiality extends to information sought or received, and materials consulted, borrowed, acquired and includes database search records, circulation records, interlibrary loan records, and other substantive information regarding specific uses of library resources or services.

Based on the Colorado state law, the Loveland Public Library policy, and the American Library Association's Library Bill of Rights: Privacy interpretation, the following guidelines are suggested to maintain the privacy and confidentiality of patrons.

As a staff member, the law requires you to protect specific substantive information regarding a patron's library usage.

This includes, but is not limited to:

- A. Physical items that are used either in the library or checked out by the patron for use outside the library
- B. Patron Records including name, address, phone, items checked out, items on hold, and any history.
- C. Use of the computers including the computer lab computers, iLearn Classroom, iCreate Lab, business computers, genealogy computers, teens computers, children AWE computers, and any library mobile technology.
- D. Information conveyed during a reference interview, readers advisory session, or download coaching session.
- E. Use of the library rooms where records are kept of usage.
- F. Use of the library Wi-Fi if users are tracked and recorded.

When in doubt, a staff member may use the following test to ascertain whether disclosure is permissible under C.R.S. 24-90-119:

1. Does the proposed disclosure have information that relates to a patron's use of specific library resources or services?

If no, then there is no legal constraint preventing disclosure of the information. For example, the proposed disclosure includes information acquired in conversation between the library staff member and patron where the reason for the conversation was something other than to obtain information about a specific library material or service.

If yes, the information shall not be disclosed unless:

- a. The information is necessary for the reasonable operation of the library. For example, disclosure of amounts due to a collection company or security threats to library staff or library patrons.
 - b. There is consent from the patron.
 - c. A valid court order, subpoena, or other provision of law requires disclosure.
 - d. A parent is the party seeking information regarding a minor's library card usage.
2. Does the proposed disclosure solely have information that relates to a minor's whereabouts, status as a run-away or information related to a minor being in a situation where it is reasonably certain to place life or limb in peril?

If yes, disclosure and cooperation with law enforcement is required based upon Section VIII(H)(2) of the Library's most recently adopted policies.

So what does protecting patron information mean?

Staff may not release information regarding a patron's account, library meeting room usage, reference, reader's advisory, or computer usage to any other individual who inquires about them, unless an exception applies under C.R.S. 24-90-119. An exception to this is if the patron in question has given permission to release this information, such as a note on a patron's account that their spouse may pick up their books or a disabled adult who has a guardian noted on their account. *For children and teens, the guardian listed on their account may access information concerning a minor's account with possession of the minor's library card or library card number.* Staff do not page patrons. Staff may take a message if somebody wants to contact them and, if they see the patron, they will give them the message. If staff ascertain that a patron is in danger or that a child or teen is a runaway, they may contact the police or the proper authorities directly.

For children and teens, the guardian listed on their account may access information concerning their accounts not including titles of materials. Reference interviews and usage of the library study rooms are not subject to disclosure unless an exception applies under C.R.S. 24-90-119. If you ascertain that a child or teen is in danger or a runaway, contact the police or the proper authorities directly. If an adult is seeking information about a child or teen they believe to be in

the library, they are welcome to walk around and look for the child. Staff can convey information to the teen or child to have them contact the adult if we see them.

At times, staff may be asked or feel the need to assist or contact authorities in situations where they believe someone may be in imminent danger or harm. “Imminent danger” should be construed to mean “reasonably certain to place life or limb in peril or a serious threat to the emotional safety of patrons, volunteers or staff.” Staff may have a duty to share, with the proper authorities, information they personally know based on informal conversations with patrons or on their general presence in the library, not related to any specific substantive material or service. The information staff provide to authorities should be based on whether or not the proposed disclosure involves specific substantive information related to a patron’s use of the library. Staff are prohibited from disclosing information related to a patron’s use of a specific resource or service unless an exception applies as discussed above. If the information is gathered from library records, items used within or checked out of the library or reference interviews, then staff must check with the Director or person in charge before releasing information to authorities. If the police approach staff with a warrant or subpoena, they are instructed to contact the city attorney by phone and email before releasing any information.

APPENDIX B

LIBRARY BILL OF RIGHTS

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

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

A history of the Library Bill of Rights is found in the latest edition of the [Intellectual Freedom Manual](#)

APPENDIX C

FREEDOM OF SPEECH COMMITMENT

Freedom of speech is the foundation of our communities and our nation. The collections, services and programs this institution provides may awe, illuminate, challenge, unsettle, confound, provoke, and, at times, offend. We defend the freedom to create content and display such work anywhere in the world, and we recognize the privilege of living in a country where creating, displaying and experiencing such work is a constitutional right.

To provide access to materials is not to endorse the work or the vision, ideas, and opinions of the creator. It is to uphold the right of all to experience diverse visions and views. If and when controversies arise, we welcome public discussion and debate with the belief that such discussion is integral to the function of a democratic society. Consistent with our fundamental commitment to freedom of speech, however, we will not censor materials or displays in response to political or ideological pressure.

APPENDIX D

FREEDOM TO READ STATEMENT

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

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

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

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

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

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

that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

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

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

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

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

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

APPENDIX E

FREEDOM TO VIEW STATEMENT

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

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and 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, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

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

Endorsed January 10, 1990, by the ALA Council

APPENDIX F

SAFE CHILD POLICY

Children are welcome in the library

The Loveland Public Library welcomes children of all ages. Serving children is a vital part of the library mission. To make the library an enjoyable place and encourage a love of books, reading and learning, we offer designated children's areas, programs and services for children. We strongly encourage families and children to make full and frequent use of the library.

Children's safety

The library is a public place. Anyone may enter and use the facilities. Children left alone in the building can be vulnerable and at risk. Children may encounter hazards such as stairs, elevators, doors, furniture, electrical equipment, or other Library patrons. It is for the safety of each child that the Loveland Public Library has adopted this Safe Child Policy.

Access to Children's and Teen Areas

The Children's and Teen areas of the Library are specifically designed to serve the needs of young patrons. Adults in these areas not selecting Children's or Teen materials or not using the area for the purpose intended will be asked to use other areas of the Library. Staff members will place the safety of children and teens first. Adults with children in their charge are the only adults allowed to use the restrooms located in the Children's area.

Purpose of this policy

The purpose of this policy is to inform parents and guardians that the library does not assume responsibility for their children as well as to provide guidelines to be used by staff if a child is left unattended in the library.

The role of library staff

Staff cannot and do not take over parental or child care responsibilities for children who come into the library. Library staff have many duties to perform in order to serve library users of all ages. It is impossible for them to monitor the behavior or welfare of every child.

Parents' responsibility

It is the responsibility of parents, guardians and caregivers to determine the supervision needs of their children and to provide accordingly. Parents, guardians and caregivers are responsible for monitoring their children's safety and supervising their children's behavior in accordance with the Library's Rules of Conduct. If a staff member is concerned that a child may not be sufficiently capable and mature to be on Library premises without supervision, the staff member may take action to correct the situation and will inform Library management of the concerns and actions taken.

Children's responsibility

Children, like all library users, are required to respect library property and to act in a manner appropriate to the use and function of the library. Children are subject to the same Rules of Conduct as other patrons and the same consequences, including being asked to leave the library.

Levels of supervision required (These are general age guidelines. The ultimate decision will be made by staff).

1. Children insufficiently mature must be supervised by a parent or responsible caregiver age twelve or older at all times while in the library or on library grounds.
2. Children age four and younger must always be in close proximity and within sight of the person responsible for their safety.

To protect unattended children

If a child is left unattended at the library in circumstances that give library staff cause for concern about the child's safety or welfare, staff may contact child protective or law enforcement authorities.

Parents, guardians, and designated adults are required to be familiar with the library's hours and to make advance arrangements to pick up or otherwise transport their children before the library closes. A minor left unattended at closing time may be deemed at risk. Every reasonable effort will be made by the staff to assist the child in contacting an appropriate adult. If no responsible adult is reached, or the child is not picked up within 15 minutes of library closing, or the end of a Library sponsored event library personnel may notify the police to assume custody of the child. Two staff members will wait with the child until the parent, guardian, other designated adult, or the police pick her/him up. Staff will not transport children home or to any other destination under any circumstances.