

WILLOWS PUBLIC LIBRARY

Laptop Borrowing Policies & Procedures

Laptop computers are available at the Willows Library circulation desk for loan to registered patrons of the library. Laptops cannot be reserved ahead of time.

Laptops and laptop power cords are not permitted to leave the library building. Do not leave laptops unattended at any time.

- Borrowers must be 16 years of age and must present their library card and a valid picture ID to borrow laptop computers. The ID will be returned to the borrower when the laptop is returned.
- Laptop checkout will be for 4 hours. A power cord will be checked out with the laptop.
- Laptops must be returned to a staff member at the library circulation desk. All laptops must be returned 15 minutes before the library closes.
- Any laptops not returned at their due time will be presumed lost/stolen, **will be reported to the police department** and a non-refundable replacement fee of \$1500 for the laptop and power cord will be automatically charged to the user's account.
- Laptop borrowers assume full responsibility for damage, loss or theft. If damage occurs to the laptop or any of its components or accessories, charges for replacement will be imposed.

**You are responsible for any laptop borrowed on your library card.
Report any hardware or software problems to the library
circulation desk as soon as possible.**

CITY OF WILLOWS
LIBRARY POLICY MANUAL

POLICY: 14

SUBJECT: Rules of Conduct

EFFECTIVE DATE: 2/11

**The Willows Public Library welcomes all patrons who comply with these
Rules of Conduct.**

The purpose of these rules is to ensure that all patrons of the Willows Public Library have access to and use of library facilities in a quiet, orderly, sanitary and safe atmosphere, unhindered and undisturbed by the disruptive actions and behavior of others.

A person will be immediately expelled and suspended for committing or attempting to commit a serious offense, including assault; battery; theft; vandalism; sexual offenses; offensive touching; harassment, stalking or threatening behavior; the use of alcohol or controlled substances; or having unsanitary bodily hygiene so offensive to other persons that it constitutes a nuisance in the Library.

A person engaged in the following behaviors will be asked to stop the behavior, and may be asked to leave the library. Failure to comply with requests may result in suspension from the Library premises. **Any person who refuses to leave the library when asked to do so will be suspended from the Library premises and authorities will be notified. (California Penal Code 602)**

- Disorderly behavior, loud talking, offensive language, or engaging in noisy or boisterous activities.
- Using cell phones, computers or other auditory devices in a manner that disturbs others. Loud or extended conversations should be moved outside the library.
- Leaving children unattended anywhere on the Library premises if they are under the age of 9 or if such children interfere with or disrupt other's use of the library.
- Misuse of library furniture or equipment.
- Interfering with or blocking free passage with bicycles, large backpacks, and other bulky items.
- Leaving personal belongings unattended.
- Giving speeches or handing out literature in the Library (however, such conduct may be allowed at Library programs upon receiving permission from the appropriate Library staff).
- Soliciting money on the Library premises.
- Smoking, bathing or sleeping in the library. Smoking within 20 feet of library entrances and windows is prohibited. (California Government Code 7597) Eating and drinking are only allowed in tiled floor area and prohibited in all other areas.
- Bringing animals, other than service animals, into the Library.
- Entering or remaining in the Library without shirt and/or shoes.
- Grouping around single computer stations.
- Using someone else's identification or library card number to access computers or check out items.
- Possessing weapons of any kind on Library premises.

Approved by Library Board of Trustees on 11/10/2010. Adopted by Willows City Council 02/08/2011.

MISSION

The mission of the Willows Public Library is to encourage personal growth and contribute to the development and sustainability of an engaged community through free access to ideas, information, cultural experiences and educational opportunities.

FOCUS AREAS - The following seven focus areas have been identified to develop and maintain the Willows Public Library strategic plan for our 21st century library:

- **Space** – what the library is
- **Service** - what the library provides
- **Technology** - how technological services are provided
- **Outreach** - to whom services are provided
- **Training and Development** – how staff delivers professional library services
- **Facility** - where services are provided
- **Funding** - how services are paid for

LONG RANGE GOALS

Space: Provide a welcoming sense of place in which all members of the public can interact, exchange ideas, learn and build community as well as read, think, work and reflect.

Service: Provide resources that inform, educate, inspire and bring enjoyment to the community as a whole.

Technology: Develop, implement and maintain an information technology architecture that accommodates the changing requirements of delivering library services in the 21st century.

Outreach: Engage the entire community in order to understand and meet the unique and varying informational needs. Models for cooperation between school, academic, and public libraries that positively impact student achievement and lifelong learning will be created.

Training and Development: Community members are served by library staff and leaders dedicated to the library profession and who are trained and developed to meet the needs of library users.

Facility: Protect the community's investment in facilities and implement a forward-looking service delivery model that adapts to changing needs.

Funding: Create a stable and sustainable economic model that honors the library's mission of providing the community with free (minimal fees may apply for some services) and equal access to information.

OBJECTIVES

Space Goal

Objectives:

- Provide space that allows members of the community to work, learn, interact and exchange ideas.
- Provide the community with facilities that are aesthetically pleasing, age specific, comfortable, safe and secure.
- Ensure the library environment welcomes and respects all members of our community.

Service Goal

Objectives:

- Provide a quality collection and resources that reflect the needs of the community.
- Offer programming and cultural opportunities for children and adults that enhance quality of life in the community.
- Provide outstanding customer service to support access to the library resources and programs.

- Anticipate and integrate new practices and technologies to best serve the needs of our diverse community.
- Preserve and share local history that fosters an understanding and appreciation of the past.

Technology Goal

Objectives:

- Maintain a flexible integrated library system to support core library services.
- Invest in technology as needed to support operational efficiencies.
- Select technologies and design systems that enable resource sharing, partnerships and collaborations including providing a hot spot for laptop services.
- Design systems that ensure patron privacy in compliance with state statutes and library policies.
- Develop a true "virtual branch," allowing around-the-clock remote access to information, programs and personal accounts.
- Conduct ongoing assessments to maintain the infrastructure needed for delivering emerging, but proven technologies.

Outreach Goal

Objectives:

- Implement library services to address the needs of underserved members of the community and those with unique challenges.
- Inform and educate community members about traditional and emerging library resources and programs.
- Develop partnerships and coalitions that address community information needs and leverage resources, including expanded work with educational institutions, non-profits and the local business community.
- Continue and enhance the library/literacy partnership.
- Maintain high-quality programs that support, encourage and engage adults and children.
- Successfully adopt and implement cooperation from civic and educational leaders to improve the services available to community members.
- Increase volunteer programs and delegate meaningful duties for library volunteers.

Training and Development Goal

Objectives:

- Utilize available training and development resources.
- Provide meaningful staff performance evaluations where feedback is based on performance of job duties using exceeds expectations, meets expectations, needs improvement or unsatisfactory measures.
- Provide tools necessary to train and develop staff.

Facility Goal

Objectives:

- Utilize environmentally friendly methods, practices and technologies whenever feasible in the maintenance, renovation and/or construction of library facilities.
- Develop and implement a service delivery model that addresses patron, staff and library board input, including current needs for space reconfiguration and technology usage in existing facilities.

- Implement a long-range library facilities plan that addresses projected community growth, evolving needs and aging facilities.

Funding Goal

Objectives:

- Leverage the library's resources through partnerships, resource sharing, and other collaborative efforts.
- Increase operational efficiencies to fully utilize and leverage existing resources through a continuous improvement approach to management.

Exhibit 2

INTERNET USER AGREEMENT FORM

A computer use which accesses inappropriate images or damages library equipment will be cause for immediate termination of the computer session. Unacceptable use of the computer shall include, but is not restricted to:

- A. Use for purpose which violates any city, state or federal law.
- B. Attempting to install, delete, or modify library hardware or software.
- C. Moving or changing the arrangement of library computers and attached equipment.
- D. Downloading software from the Internet onto the library's computers.
- E. Making any attempt to damage computer equipment or software.
- F. Misusing library equipment and resources; or
- G. Using library Internet equipment to access pornographic or obscene materials from the Internet.